

Meeting	SPA Policing Performance Committee
Date	17 March 2022
Location	Video Conference
Title of Paper	Quarterly Policing Performance Report – Quarter 3 2021/22
Presented By	Tom McMahon, Director of Strategy and Analysis
Recommendation to Members	For Discussion
Appendix Attached	Yes – Appendix A: Quarter 3 Year to Date Performance Report

PURPOSE

The purpose of this paper is to provide the SPA Policing Performance Committee with an update in relation to Police Scotland’s Performance in Quarter 3 Year to Date.

This paper will specifically provide an update report in relation to:

- Agenda item 3.1 – Quarter 3 Year to Date Performance Report

Members are invited to discuss the content of this report.

1. BACKGROUND

- 1.1 Strategic planning arrangements for policing in Scotland are laid out in the Police and Fire Reform (Scotland) Act 2012. The Scottish Police Authority (SPA) is responsible for developing a Strategic Police Plan for policing that reflects the Scottish Government's national outcomes, strategic police priorities and justice strategy.
- 1.2 Police Scotland is responsible for producing an Annual Police Plan (APP) that sets out the arrangements to deliver against the Strategic Police Plan.
- 1.3 As required by legislation, the SPA hold the Chief Constable to account for delivery against the strategic plan. This is done through scrutiny of Police Scotland's quarterly performance reports.
- 1.4 Police Scotland adopted a refreshed performance framework on 01 April 2021. This is the third report of this reporting cycle in support of this framework.

2. FURTHER DETAIL ON THE REPORT TOPIC

- 2.1 The 2021/22 Performance Framework is aligned to Police Scotland's five strategic outcomes, underpinned by 15 strategic objectives as detailed in the Annual Police Plan 2021/22.
- 2.2 During the development of the refreshed Performance Framework, in collaboration with SPA, a suite of key measures were identified that would provide a consistent assessment of progress towards each of Police Scotland's five strategic outcomes. 88 measures were selected from the existing set of 152 Management Information within the Framework and elevated to "Measures of Progress towards Strategic Outcomes".
- 2.3 The Measures of Progress form the basis of this quarterly report. We also highlight key insights identified during the quarter whilst continuing to provide detailed updates on both public confidence and the police response to the COVID-19 pandemic as well as detailing the work carried out to police COP26.

This Quarter 3 report is presented with the following five chapters:

- Policing During Quarter 3 2021/22 – Key Insights
- Public Confidence and Experience of Policing
- COP26 Operation URRAM
- Measures of Progress towards Strategic Outcomes – Full Picture
- Operation TALLA – Police Scotland COVID-19 Response

2.4 The Quarter 3 report is presented with a balance of quantitative and qualitative data which has evolved throughout the year.

2.5 A full copy of the Quarter 3 Performance Report is provided at Appendix A.

2.6 This Quarter 3 Performance Report is presented for discussion with members of the Policing Performance Committee.

3. FINANCIAL IMPLICATIONS

3.1 There are no financial implications in this report.

4. PERSONNEL IMPLICATIONS

4.1 There are no personnel implications in this report.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications in this report.

6. REPUTATIONAL IMPLICATIONS

6.1 There are no reputational implications in this report.

7. SOCIAL IMPLICATIONS

7.1 There are no social implications in this report.

8. COMMUNITY IMPACT

8.1 There are no community implications in this report.

9. EQUALITIES IMPLICATIONS

9.1 Equality data is provided where appropriate and available. Throughout the document we have highlighted any updates that are linked to our new Joint Equality Outcomes.

10. ENVIRONMENT IMPLICATIONS

10.1 There are no environmental implications in this report.

RECOMMENDATIONS

Members are invited to discuss the content of this report.

POLICING FOR A SAFE, PROTECTED AND RESILIENT SCOTLAND

Police Scotland
Quarter 3
Year to Date
Performance

Report April to December 2021



POLICE
SCOTLAND
Keeping people safe
POILEAS ALBA

Introduction by the Deputy Chief Constable



The reporting period highlights the depth, breadth and complexity of policing need in Scotland, delivered against numerous and overlapping demands - including COP26, one of the largest security events in the history of the United Kingdom.

Over the course of the conference Police Scotland officers, supported by UK policing colleagues, undertook positive engagement with those who came to have their voices heard and engage in peaceful protest. A number of events and protests were policed, with tens of thousands of people able to exercise their right to protest.

The security operation was successfully delivered with minimal disruption to communities, no significant violence, no significant injury and relatively few arrests. The Chief Constable has

underlined his thanks to everyone who played their part in delivering a safe and secure COP26 - the officers and staff, event organisers and partners including the Scottish and UK Governments, Glasgow City Council, the people of Scotland and visitors from elsewhere.

Coronavirus remains a significant factor within our daily lives and policing is not immune to this. The spread of the Omicron variant required us to adapt quickly to the changing conditions. To ensure continuity of a high quality policing response, we took quick action to maximise the availability of officers and staff in frontline community based duties. This included the deployment of more than 300 officers from specialist functions and over 250 probationary constables, with appropriate supervision, into local policing divisions.

The report continues to underline the unique operating environment which existed at the height of COVID-19 related restrictions, with road fatalities and violent crime returning to levels close to the five year average following a significant decrease during 2020/21.

The changing policing needs of our communities are highlighted again this quarter, with a 26% increase in fraud being recorded year on year and 75% on the five year average. This increase in fraud, and other cyber-enabled crimes, demonstrates that online policing is increasingly a key part of frontline policing. Police Scotland has initiated a Fraud Strategic Governance Group to provide oversight of fraud trends and threats and to share information with colleagues and partners. Work is also continuing to implement our Cyber Strategy, including a proposed Target Operating Model, implementation plan and a revised approach to training.

Sexual crimes recorded during this period are the highest in the last five years, with overall sexual crime increasing by 13.7% compared to last year and 18% against the five year mean.


Police Scotland is developing a Violence Against Women and Girls Strategy which will form part of the overarching Public Protection Strategy and a key part of this will be involving and listening to survivors. Our sexual crime prevention campaign 'Don't Be That Guy' seeks to reduce sexual offending by challenging male sexual entitlement and highlights

the role men can play in recognising and challenging misogynist behaviour.

The Quarter 3 Report highlights that overall hate crimes are approximately the same as last year, but of concern is the increase in hate crimes with disability, transgender and sexual orientation aggravators. Police Scotland presented a Hate Crime Improvement Plan to the Scottish Police Authority Policing Performance Committee in December 2021 and strategic and tactical groups have been established to drive progress.

Our Performance Reports provide evidence of progress against our five strategic outcomes, as set out in our Annual Police Plan in an accessible and engaging way, using management information and context to provide insight into our response, challenges and success.

These reports can help the public to understand the work of their police service. We believe that greater understanding of policing can help to maintain and build the strong levels of public support that are evident over the period covered in this report.



Fiona Taylor
Deputy Chief Constable,
Professionalism, Digital
and Transformation

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Executive Summary

Introduction

This is the third Quarterly report of the 2021/22 performance cycle, reporting on our revised Performance Framework and new Measures of Progress. Our outcomes focussed Performance Framework is linked to our strategic planning processes and aligns to the Strategic Outcomes as detailed in the 2021/22 Annual Police Plan, these being:

- **Public Safety and Wellbeing** - threats to public safety and wellbeing are resolved by a proactive and responsive police service
- **Needs of Local Communities** - the needs of local communities are addressed through effective service delivery
- **Confidence in Policing** - the public, communities and partners are engaged, involved and have confidence in policing
- **Positive Working Environment** - our people are supported through a positive working environment, enabling them to serve the public
- **Sustainable and Adaptable Service** - Police Scotland is sustainable, adaptable and prepared for future challenges

Throughout the document we have highlighted any updates that are linked to our new Joint Equality Outcomes.

Also included in this report are metrics from the Performance Framework that measure the demand placed upon Police Scotland, detailed as follows:

Incident Demand	Missing Person Demand
<p>111,647 concern for person incidents - up 3.8% (page 56)</p> <p>31,503 missing people incidents - up 13.5% (page 56)</p>	<p>13,006 missing persons investigations - up 17.6% (page 56)</p> <p>2,361 (30.5%) of missing persons who have gone missing previously - up 2.0% (page 56)</p> <p>16.9hrs average length of time missing (page 56)</p>
Partner Demand	Call Demand
<p>4,250 missing persons from NHS, Young Persons Unit and Foster Care locations - up 14.0% (page 56)</p> <p>2,158 external force request incidents - up 16.8% (page 69)</p>	<p>1,140,147 total incidents raised - down 2.2% (page 69)</p> <p>Various number and percentage of incidents by response type (see page 69)</p> <p>26.5% of incidents which lead to a crime - up 0.6% point (page 69)</p> <p>97.0% of incidents requiring police presence - no change (page 69)</p>

Note: Figures compared to same period last year

Policing Demand during Quarter 3 2021/22

Quarter 3 has been characterised by numerous and overlapping demand pressures placed on Police Scotland. Though some of these were thoroughly planned, as with the successful delivery of a safe and peaceful COP26, others, such as the spread of a new variant of the COVID-19 virus, required rapid adaptation to changing conditions. Compounding these circumstances, well-documented accelerations in technology access and usage continue to translate into significantly more fraud and other cyber-enabled crime, whilst reporting of sexual crime, including rape and sexual assault,

persist at historically high levels. Regardless of developments in our operating environment, Police Scotland will always be focussed on ensuring the safety of all our communities and as such have consistently taken steps to mitigate and respond to new threats as and when they appear.

Given the breadth of demands placed on Police Scotland and the need to recognise the heterogeneity of modern policing, we have included demand-based metrics in our Performance Framework for the first time this year, and report on them throughout the document.

What these demonstrate, through increases in key incident types, missing persons investigations, and external agency requests, is that as we slowly emerge from the immediate and most dramatic effects of the pandemic, the broad responsibility that falls on Police Scotland to protect those most vulnerable is as paramount as ever. The shift in incident demand observed this year is explored further in [Key Insight 2 on pages 18-19](#).

During October and November, the eyes of the world turned towards Scotland, due to the hosting of the 26th Conference of the Parties in Glasgow. This global event required a policing response that was meticulous in planning and vast in scope, entailing the deployment of over 12,000 officers to secure numerous venues and events as the city welcomed over 40,000 visitors, including 128 world leaders. Detailed and structured organisational learning from this operation, crucially conducted in tandem with the numerous partners that made its success possible, is already underway. For more information about the scale and magnitude of our policing response to COP26, see [Key Insight 1 on page 18](#). Extensive details are also provided on [pages 30-32](#).

In December, the contagious new Omicron variant led to a surge in positive cases across the country, sparking a rise in absences across the force. The impact of this was made more acute by self-isolation periods and the potential for significant proportions of staff and officers to be unable to work at short notice. In response to this threat, aspects of Operation TALLA, the overarching operation related to Police Scotland's handling of the pandemic, were reinstated, including the

Business Continuity Cell, Information Cell and Logistics Cell, with further officers allocated to the Outbreak Management Team (OMT). Additionally, the Conventional Response Unit (CRU) was stood up from 10 January 2022, with in excess of 600 officers being redeployed in support of local policing or business critical roles.

Similarly, delays, postponements and necessary prioritisation across the criminal justice system have required Police Scotland to adapt innovative solutions to ensure public confidence is maintained and trials are able to commence safely. The work of the Recovery, Renewal and Transformation team has been vital in this area, expanding the infrastructure required for witnesses to give evidence remotely and working with partners to improve the efficiency of the citations process. Further details of work ongoing in this area can be found on [page 15](#).

Year to date, overall recorded crime in Scotland is somewhat lower than historical levels, down 7.8% when compared with the five year mean. The reasons behind this are complex, but due in part to restrictions on association and movement (whether formal or informal), a reduction in night time economy activity, and increased surveillance of neighbourhoods. Evidence is emerging from around the UK and the wider policing world that confirm this phenomenon is not restricted to Scotland, but a common result of the social conditions created by the pandemic. The fall in housebreakings, theft, and other forms of non-fraud related acquisitive crime is examined closer in [Key Insight 3 on page 20](#).

As reported in previous quarters, whilst changes brought by the pandemic restricted criminality in some areas, other aspects of the COVID-19 landscape provided new opportunities and weakened existing vulnerabilities for criminals to exploit, particularly through cyber-enabled frauds and sexual crimes with an online element. These trends remain of concern, particularly given the potential for a new equilibrium being reached around working from home and technology use. In response to this reality, significant work is underway to implement our Cyber Strategy, including a proposed Target Operating Model, implementation plan, the expansion and strengthening of partnerships, and a revised approach to training. This work is being augmented by investment in our digital forensics capability, and the successful implementation of a new Digital Forensics Case Management System. More details on our cyber response can be found on [pages 81-83](#).

Both recent and non-recent crimes of a sexual nature continue to be recorded at high levels, reflecting a shift in national consciousness regarding sexual assault and related offences, as well as a heightened willingness and confidence on the part of victims to come forward. Analysis of the trends so far this year reveal that this rise is being driven primarily by recent reporting (within a year of the offence), though non-recent sexual crimes have also risen. Our recent Don't Be That Guy campaign, which highlighted the role men can play in recognising and challenging misogynist behaviour, was praised across media and academic channels, reaching a significant global audience. Group 2 offending is examined further on [pages 37-38](#).

Responding appropriately to violence against women and girls is a priority for Police Scotland, and as such we are developing a bespoke Violence Against Women and Girls Strategy, part of a comprehensive and overarching Public Protection approach. The importance of improving the safety of women and girls across the country can be seen in the significant increase in reports of drugging received during Quarter 3. Police Scotland have taken timely and robust action in this area to ensure professional and thorough investigations, including victims receiving the support they require, any intelligence being assembled rapidly and shared widely, as appropriate. A Gold Command structure was put in place, involving weekly Gold and Silver Group meetings, extensive partner involvement with representation from licensed premises, the student population, and the third sector, and a communications toolkit has been designed and produced. Work continues to deliver ByStander awareness training across the licensed trade sector. In addition, Police Scotland are fully engaged with the National Police Chief's Council, in order that any trends and learning is disseminated timeously. The growth of reports in this area is displayed in [Key Insight 4 on page 21](#).

In Quarter 1, we reported on the rising number of hate crimes across multiple aggravators, a worrying trend that necessitated a robust and thorough institutional response. Whilst the number of hate crimes being recorded has reduced to levels similar to last year, a longer term increasing trend is still evident, with particular concern around the levels of disability and transgender hate crimes observed.

Police Scotland's Equality and Diversity Unit continues to monitor hate crimes and incidents daily, preparing a weekly community tensions report for the Force Executive and other relevant stakeholders. Following the HMICS thematic inspection on hate crime, Police Scotland produced a Hate Crime Improvement Plan, presented to the SPA Policing Performance Committee (PPC) on 09 December 2021. Updates on the progress made against the recommendations is outlined on [page 74](#).

Maintaining legitimacy is a priority for Police Scotland, which is why we work extensively to understand and respond to the views and concerns of the public. This is advanced through a number of channels, such as our independent User Experience Survey and our Your Police Survey, as well as specific public engagement exercises, like those conducted about Police Scotland's handling of events or the roll out of Body Worn Video. Insights from this work are disseminated widely, and used to shape future decision-making. This includes innovative approaches to public concerns, such as the development of mapping tools and the commissioning of social action research to better reach and serve seldom-heard groups. For further description and analysis of our work in this area, see [pages 22-29](#).

As previously outlined, and detailed throughout the following report, the modern policing context is as varied as it is relentless. Whatever the challenges we face, whether established and long-term or novel and emerging, we remain focussed on our core values, delivering material progress towards our strategic outcomes and improving the safety and wellbeing of communities in Scotland.

This report comprises of five sections:

- Policing During Quarter 3 2021/22 – Key Insights
- Public Confidence and Experience of Policing
- COP26 Operation URRAM
- Measures of Progress towards Strategic Outcomes – Full Picture
- Operation TALLA – Police Scotland COVID-19 Response

Public Confidence and Experience of Policing ([Further details on pages 91-97](#))

Challenge: In our Quarter 2 report, the User Experience survey recorded an eight percentage point drop in the number of respondents reporting that it is easy to contact Police Scotland with feelings of overall satisfaction also subsequently down by four percentage points. An open-ended question was added to the survey in September 2021 to capture underlying reasons affecting people's responses. Factors identified included difficulties with connecting to a service advisor, with long waiting times experienced, keeping service users informed of progress after the initial contact, and online reporting forms not meeting the needs of the users.

Response: Following the initial feedback in the previous quarter, Police Scotland has recorded an increase of eight percentage points in Quarter 3 with 75% of respondents saying it was easy or very easy to contact the police. One of the main factors attributed to this increase was service accessibility with 44% of respondents highlighting fast 101 / 999 answer times alongside praising the phone system and it's easy to navigate automated menus.

Other factors contributing to this positive increase included the efficiency, friendliness and empathy of service advisors and their ability to give clear, concise direction or instruction.

As a result, overall satisfaction and every other question in the User Experience survey also recorded a significant percentage increase in the responses received this quarter.

Measures of Progress towards Strategic Outcomes

Measures of Progress towards Strategic Outcomes have been identified by Police Scotland in collaboration with the Scottish Police Authority. This new suite of key measures have been identified from the available management information and aims to support consistent reporting from the Performance Framework. The following is a synopsis of exceptions identified with the Quarter 3 report, alongside a standalone item detailing the challenge provided by COP26.

Overall Violent Crime ([further details on pages 33-34](#))

There were 355 crimes of drugging reported to Police Scotland between April and December 2021. This is a substantial increase in last year's figure of 13 and a five year mean for the period of 14.4.

Challenge: Following significant coverage on national media and through social media channels of this issue, a substantial increase in reporting of drugging crimes occurred during the last quarter.

Response: A Gold Command Structure was established to coordinate the response to this issue. Gold and Silver Group meetings,

as well as meetings with partners, are held regularly to analyse and share data and intelligence. Key stakeholders including members from the licensed trade and night time economy, student representation as well as other third sector including Victim Support Scotland, Rape Crisis and Crew2000 are fully engaged and supportive of Police Scotland's approach.

A communications toolkit was prepared and disseminated by Police Scotland Corporate Communications to promote consistency in key messaging. Police Scotland are also engaged with the National Police Chiefs Council's response to spiking to share information, experiences, good practice and learning with England and Wales. Police Scotland continue to deliver and promote ByStander awareness to those employed in the licensed trade with a view to identifying vulnerability and intervening to prevent a person coming to harm.

Sexual Crimes ([further details on pages 37-41](#))

Challenge: The number of Group 2 sexual crimes recorded in 2021/22 is the highest figure experienced in the last five years. Overall sexual crime increased by 13.7% (1,360 crimes) compared to last year and 18.0% against the five year mean. Whilst the number of detections has risen, these have not kept pace with the volume of additional reporting. As a result, detection rates have fallen six percentage points against the five year mean. The Demand Baseline Assessment identified multiple strands of Public Protection as demonstrating year on year volumetric growth and increased complexity, a trend assessed as likely to continue.

Response: In recognition of the increased demand in this area, Police Scotland have prioritised Public Protection as an area for investment, with a number of resource bids currently subject to internal governance. This includes work undertaken to expand our digital forensics capability, as described in the CSA response, and increased analytical support.

We continue to produce high impact public information campaigns related to Group 2 offending. Our recent "Don't Be That Guy" campaign seeks to reduce sexual offending by challenging male sexual entitlement. This campaign has had the highest reach of any Police Scotland campaign to date and was well received across partner organisations and media channels. However, changing male behaviour is a significant challenge which cannot be addressed by policing in isolation. It requires societal change and will require consistent reinforcement of the campaign messages over many years.

Online Child Sexual Abuse Crimes (further details on pages 41-42)

Taking, distribution, possession etc. of indecent photos of children (from Apr 2011) accounts for the largest proportion of child sexual abuse crimes. This crime type is the only online CSA crime to be down on the five year mean and noted the largest decrease compared to last year.

Challenge: In previous reports we highlighted the rise in taking, distribution, possession etc. of indecent photos of children crimes due to the success of Operation PARROR. The work of Operation PARROR has been embedded into business as usual activity through the

establishment of dedicated online CSA enforcement teams. Whilst demand levels remain consistent with those experienced throughout the period of intensification of Operation PARROR, maintaining enforcement levels to the same degree have proven challenging. This can be attributed to a number of reasons but is particularly linked to external impacting factors and the complex interdependencies of this area of business, which places significant demands on other resources.

Response: Significant investment has been made and recruitment underway to provide an uplift in key resources in Cyber Digital Forensics throughout 2022. This will build our capacity to better match sustained increases in demand, alleviate existing pressures and enable levels of enforcement similar to those seen during Operation PARROR.

Drugs Harm (further details on pages 46-51)

Challenge: Drug related harm continues to have a devastating effect on our communities, with the most recent figures from the National Records of Scotland demonstrating that 1,339 individuals died from drug-related causes in 2020. This is the highest figure on record and the highest per capita number in Europe.

Response: A number of workstreams are being progressed in response to the drugs harm challenge being faced. The carrying of naloxone as a Test of Change has been a high profile example of this work and was approved in November 2020, with training to be carried out in several testbed areas. This training concluded with 808 officers trained and 656 (81%) of those trained choosing to subsequently carry naloxone.

Police Scotland has also been working in partnership with Scottish Families Affected by Drugs (SFAD) to create naloxone awareness cards. These have been distributed to custody and frontline officers to disseminate to at risk persons. SFAD is a provider of Take Home Naloxone (THN) kits and also offer advice and information on overdose prevention, intervention, and naloxone training.

Impact: There has been 51 administrations of naloxone to date during the Test of Change, with no subsequent fatalities. In a number of these incidents, the individual involved was judged to have been in an immediate threat to life situation, however following the intervention of an officer and administration of naloxone, they recovered sufficiently to either receive further medical attention or leave the scene of their own volition.

Drugs Supply (further details on pages 52-55)

Challenge: Tackling Serious and Organised Crime (SOC) is a priority for Police Scotland and our officers continue to severely disrupt the activities of organised criminals and reduce the harm caused within our communities. Despite significant progress, we must constantly adapt to the significant complexities of current and future threats, and have a framework designed to respond. This work was recently brought to the fore with the changing environment posed by the global pandemic and exit from the EU, in which Police Scotland's response was required to be dynamic and innovative.

Response: With COVID-19 restrictions being lifted, Police Scotland operational responses adapted rapidly and provided resilience in order to ensure public

confidence was maintained. In particular, the response in dealing with drug supply and distribution, SOC related violence and cybercrime by serious and organised criminals, remained dedicated and driven at a national level.

Impact: Police Scotland continue to respond to the full range of SOC threats by utilising our capabilities and have seen a significant number of results through major drug recoveries and SOC related arrests.

Missing Persons (further details on pages 56-61)

Challenge: The number of missing persons investigations continues to be significantly higher than the same period last year. This is the case across all categories with the exception of 'wanted/absconder' which has decreased. This is true even when compared to 2019/20 (pre COVID-19 restrictions).

Differences become apparent when comparing where people go missing from. Most people go missing from their home address and this continues to increase. Numerically the next largest increases are missing from NHS and missing from Adult Care Home. This may be a result of an increase in demand in health care settings due to the COVID-19 pandemic being transferred to the Police.

Response: Police Scotland continue to work with partners to ensure that the most vulnerable people are protected from going missing and try to limit the harm to them if they do. We have undertaken a number of workstreams in order to reduce repeat missing persons and bring down the length of time that individuals spend missing by improving our partnership working and intelligence in this area.

Impact: Although there has been a decrease in the number of Looked After and Accommodated Children (LAAC) going missing from Young Persons Units and Foster Care compared to 2019/20, further analysis is required to understand the impact of ongoing work in this area. This includes working closely with local authorities, and developing initiatives such as 'not at home' plans.

Police Scotland have rolled out the The Herbert Protocol nationally. The Protocol is a national scheme that encourages carers, family and friends to provide useful information in advance of a vulnerable person with dementia going missing.

When analysing people with dementia that have gone missing, the median length of time missing has decreased from 4 hours 7 minutes to 2 hours 26 minutes (Quarter 3 2019/20 compared to Quarter 3 2021/22).

[Call Handling \(further details on pages 67-72\)](#)

During the reporting period, our service advisors received 1,889,637 calls via 999 or 101, a decrease of 103,414 on the same period last year. In addition to incoming calls, there have been over 200,000 additional public contacts dealt with by Contact, Command and Control (C3) Division during the reporting period, including online reports, alarm calls, partner demand and "Contact Us" emails.

Challenge: The average call answer time for 101 calls increased from 2 minutes 37 seconds to 3 minutes 17 seconds during the reporting period. This is down 30 seconds from the increase in average call

answer time reported during Quarter 2. This has previously been highlighted as a challenge for the division and measures have been put in place to alleviate this as detailed in the response. The increased 999 call demand during this reporting period (up 15.7% compared to the previous year) has exacerbated this issue which is the focus of ongoing work between C3, ICT and Estates.

Response: Although every public service has suffered due to the conditions created by the pandemic, Police Scotland have maintained all services throughout the period, despite increased and varied demands, high ongoing absences, and the difficulties created by necessary social distancing. These conditions have been compounded by further displacement demand by those partners providing a reduced service. Police Scotland have prioritised the answering of 999 calls and our performance in this area remains strong.

High demand on the 101 number along with the requirement to prioritise 999 calls, led to significant delays during busy periods.

Efforts were made to signpost callers to more appropriate methods of contact, including via Contactus and the force website. As a result, online contacts continued to rise during this reporting period. Changes have been made to the touchtone system which allows calls to be better prioritised and directed. These enhancements also aid performance monitoring and reporting which will assist in identifying issues going forward.

In addition to this, C3 continue to undertake work on social and traditional media to highlight the demands on 101 and educate the public on the correct use of this number. A short life working group has also been set up to monitor absence in the contact centre and ensure the proper support is in place for staff and line managers.

Hate Crime (further details on pages 72-76)

Challenge: Overall hate crimes are approximately the same as last year (10 more, +0.2%) and up on the five year mean (279 more, +5.5%). However, hate crimes with disability, transgender and sexual orientation aggravators have all increased significantly in comparison with last year and increased in comparison to the five year average. By contrast, the figures for race and religious crimes are lower than last year and lower than the five year average.

Response: Police Scotland's Hate Crime Improvement plan was presented to the SPA Policing Performance Committee (PPC) on 09 December 2021.

A tactical group has been established to progress the numerous actions contained within the improvement plan and met in December 2021, with meetings scheduled monthly on an ongoing basis. The strategic group are scheduled to meet in mid-February and will consider any recommendations from the tactical group.

Impact: It is anticipated that as the recommendations are actioned throughout the year there will be an improvement across all areas of hate crime (e.g. policy, recording, governance etc.). Indeed, some

of the initial recommendations that have been actioned such as improvement in the submission of intelligence have led to a 57% increase in intelligence logs submitted.

Fraud (further details on pages 80-84)

Challenge: People in the UK are now more likely to experience fraud than any other crime type. Fraud crimes have continued to rise, increasing 26.1% compared to the same period last year and 75.2% from the five year mean. The scale of cyber fraud continues to increase at pace and affects individuals and businesses, both large and small, undermining the benign functioning of a modern digital society. The detection rate for fraud currently stands at 15.9%, down 11.3 percentage points on last year and 18.6 percentage points on the five year mean. This decrease has been driven by both recorded frauds increasing and detections falling.

Response: Recognising the challenges faced and the impacts being experienced across law enforcement and our partners, Police Scotland have initiated a Fraud Strategic Governance Group. This group, involving police, partners (including third sector) and the Scottish Government has been set up to understand the impact across sectors and align and direct activities at a strategic level to include prevention, reporting and investigations, to combat the threats posed by the volume increases and technical challenges faced through widespread cyber-enabled fraud. This group will also feed into the National (UK) Economic Crime Board for fraud and Project PLUTUS, which looks at maximising opportunities to investigate and combat money laundering across the UK and internationally.

Criminal Justice Recovery (further details on pages 85-90)

Challenge: The Recovery, Renewal and Transformation Programme (RRT Team) continues to work with partners to monitor the impact of Criminal Justice (CJ) delays and backlogs and to consider how all decisions taken to address these, impact on public confidence and safety.

Response: Police Scotland has been allocated £1.4 million from the recovery fund to provide 16 additional resources to support court attendance, however there remains a significant operational impact of the increased number of officers required to attend court. As of 10 January 2022, 10 of the 16 additional resources have been identified and are funded from this grant. An additional £50,000 spend has been identified to fund ICT equipment to facilitate Virtual Courts.

Success: A number of workstreams under RRT, Healthcare and Interventions Team and Policy and Partnerships will focus on supporting criminal justice recovery, detailed as follows:

Summary Case Management Pilot - The Evidence and Procedural Review Case Management Summary Pilot working group has reconvened and set a target date of May 2022 for restarting in Dundee, Paisley and Hamilton, building on learning from the COVID-19 period. Focus will be on early disclosure to take place for specific cases to support judicial case management at the outset of the process. A number of meetings are underway to discuss adding additional crime types and to consider how the process will form, taking cognisance of previous learning and experience.

Witness availability and Citations - A

Short Life Working Group (SLWG) has been established with key representatives from Criminal Justice partners to review and refocus the way in which witnesses are cited for trial. In order to be effective, it is vital that as well as ensuring the correct witnesses are cited for trial, they are also cited on optimal dates.

All criminal justice partners now recognise the need to improve the current system, and possibilities include an IT link between partners to assist in identifying an appropriate date and reducing the impact on frontline policing, by minimising the time spent waiting for and giving evidence.

Remote Provision of Witness Evidence

(RPWE) - In 2021, a number of trials took place whereby police and professional witnesses were permitted to give their evidence remotely, with a recent case permitting nine police witnesses to successfully give evidence in this manner.

Since 17 January 2022, every High Court trial has agreed to permit all police witnesses to provide their evidence remotely. This is facilitated from specially equipped Evidence Giving Rooms (EGRs) based within selected police stations. Work is ongoing to identify further locations and suitably equip them for this purpose. There are currently 55 EGRs with plans to add more in the near future.

This will reduce footfall in courts and minimise the disruption and travel faced by police officers and staff attending the High Court. This has been successfully piloted in a number of areas and has the potential to provide significant savings in both time and money.

Public Health and Harm Reduction

The Healthcare and Interventions Team work with all 14 Health Boards to ensure a safe public health approach to persons in custody continues to be delivered. Mental health pathways are being reviewed with each Health Board to facilitate a smooth journey through the CJ process for every person, whilst receiving the support they need through the Arrest Referral Programme.

Work with colleagues from the National Police Care Network is also ongoing to introduce Medication Assisted Treatment standards into custody by April 2022. Existing support agencies are being rolled out to additional custody centres and new support agencies also introduced, to increase the support available for persons in custody suffering from substance use, mental ill-health, physical health and social inequalities. One example is the Action 15 funded Crisis Intervention Team who will soon be co-located in Fraserburgh Custody Centre.

They will be providing mental health support to persons in custody, which will extend in the community with follow up support, onward referral and signposting also available.

Over 160 Custody Support and Interventions Champions have been identified across the custody estate to drive the Arrest Referral Programme at an operational level. This has resulted in a significant increase in the number of arrest referrals being offered and also accepted by persons in custody.

Electronically Monitored Bail

A key area of work being progressed is in respect of the introduction of

Electronic Monitoring (EM) of bail and Police Scotland are working with Scottish Government and Justice Partners to ensure the effective roll out of EM bail in a manner which preserves and addresses public confidence and safety.

Operation TALLA - Police Scotland COVID-19 Response ([further details on pages 114-125](#))

Due to the emergence of the Omicron variant, the Business Continuity Cell, Information Cell and Logistics Cell have been reinstated within the Operation TALLA structure and additional resources allocated to existing critical functions including the Outbreak Management Team (OMT).

From 10 January 2022, more than 600 officers were redeployed in support of local policing or business critical roles as part of the Conventional Response Unit (CRU).

The reintroduction of restrictions and stricter self-isolation rules has impacted on absence levels. At the end of the quarter, almost 2,000 officers/staff were absent due to COVID-19 with almost 60% of those absences being as a result of symptoms or confirmed cases of COVID-19. This meant a total of 846 officers/staff were absent due to precautionary isolation or as a result of contact tracing.

Police Scotland continues to monitor and report on community tensions as the impact and disparity of COVID-19 affects communities differently. This includes engagement with local and national partners, maintaining the Community Impact Assessment, as well as monitoring the Equality and Human Rights Impact Assessment created to assess the impact of COVID-19, and associated policing response.

Performance Framework

Outcomes and Objectives

The following is a summary of the strategic outcomes and objectives contained within the Annual Police Plan 2021/22.

Outcomes	Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	<ul style="list-style-type: none"> - Keep people safe in the physical and digital world - Design services jointly to tackle complex public safety and wellbeing challenges - Support policing through proactive prevention
The needs of local communities are addressed through effective service delivery	<ul style="list-style-type: none"> - Understand our communities and deliver the right mix of services to meet their needs - Support our communities through a blend of local and national expertise - Support the changing nature of communities
The public, communities and partners are engaged, involved and have confidence in policing	<ul style="list-style-type: none"> - Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service - Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective - Work with local groups and public, third and private sector organisations to support our communities
Our people are supported through a positive working environment, enabling them to service the public	<ul style="list-style-type: none"> - Prioritise wellbeing and keep our people safe, well equipped and protected - Support our people to be confident leaders, innovative, active contributors and influencers - Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging
Police Scotland is sustainable, adaptable and prepared for future challenges	<ul style="list-style-type: none"> - Use innovative approaches to accelerate our capacity and capability for effective service delivery - Commit to making a positive impact through outstanding environmental sustainability - Support operational policing through the appropriate digital tools and delivery of best value

Evidencing progress towards our outcomes

Gathering our data, narrative and insights together provides us with an evidence base that demonstrates how we are achieving our outcomes

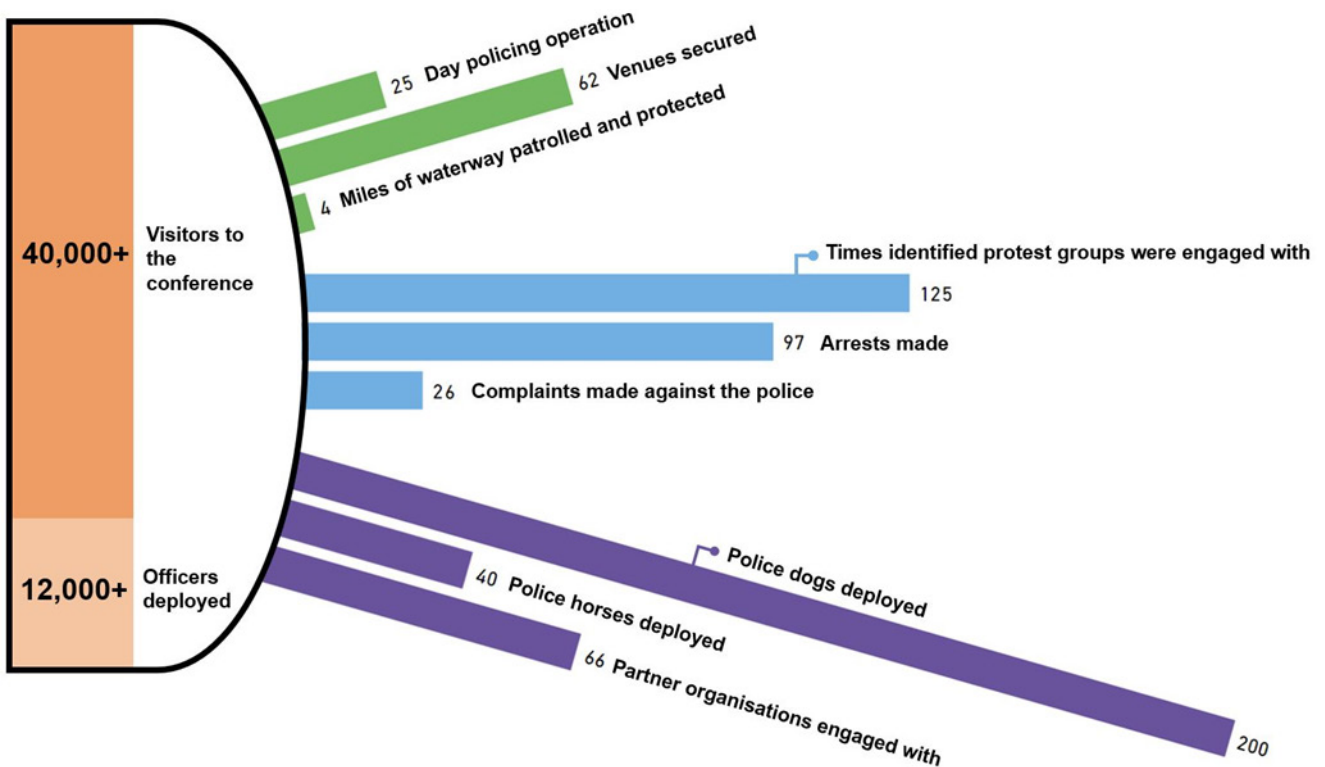
Policing during Quarter 3 2021/22 – Key Insights

1) COP26 in Numbers

The 26th United Nations Climate Change Conference, commonly referred to as COP26, was held in Glasgow from the end of October to mid-November. One of the largest policing operations in UK history, the event welcomed tens of thousands of visitors from around the globe, as well as 128 world leaders. Numerous venues were secured, with large numbers of officers

deployed across the city. Despite the scale of the conference and potential for conflict, relatively few arrests were made.

Key figures relating to COP26 are displayed as follows, with an extensive overview of the policing operation provided on [pages 30-32](#).



2) Vulnerability, road traffic, and external agency request demand are increasing in 2021/22

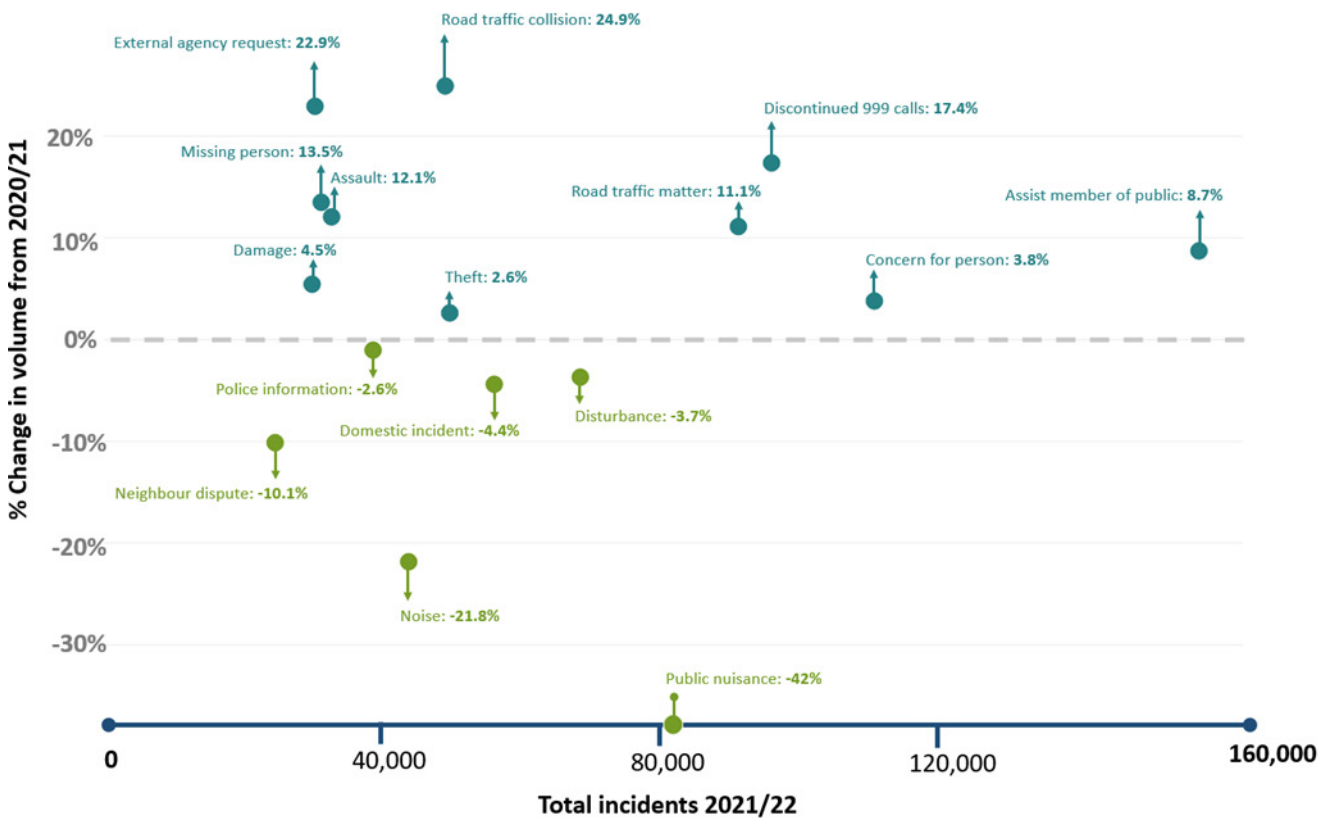
As reported in previous quarters, the effects of the pandemic throughout 2020/21 suppressed levels of demand from certain incident types, such as those related to the night time economy and the roads, whilst increasing the number of noise, neighbour dispute, and, in particular, public nuisance complaints.

Though incident demand remains slightly down (2.2%) on last year, this is due in large part to a reduction in the incident types described. As the country opened up during 2021/22, and remained open to a greater degree even as new variants spread, increases were seen in a number of key areas.

The following graph displays the top 15 incident types by volume (and also includes neighbour dispute incident types, to display shifts in COVID-19 demand) year to date in 2021/22, arranged by volume and the percentage change from the previous year. Given the increased traffic on the roads, it is unsurprising that road traffic collision and road traffic matter incidents have risen, a phenomenon unfortunately reflected in the road injuries and fatalities [\(pages 61-65\)](#). We have also seen more vulnerability related demand including incidents relating to missing persons, assist member of public, and concern for person.

The social, financial and psychological pressures on individuals exacerbated by the pandemic may have contributed to growth in this area, as will difficulties faced by partner agencies in maintaining levels of service. Of particular note is the large increase in external agency request incidents, which may be indicative of the degree to which partners' capacity has been stretched over the last year and the broader role Police Scotland plays across the services.

It is important to note that discontinued 999 calls represent demand for Police Scotland, as each call is thoroughly investigated and reviewed.

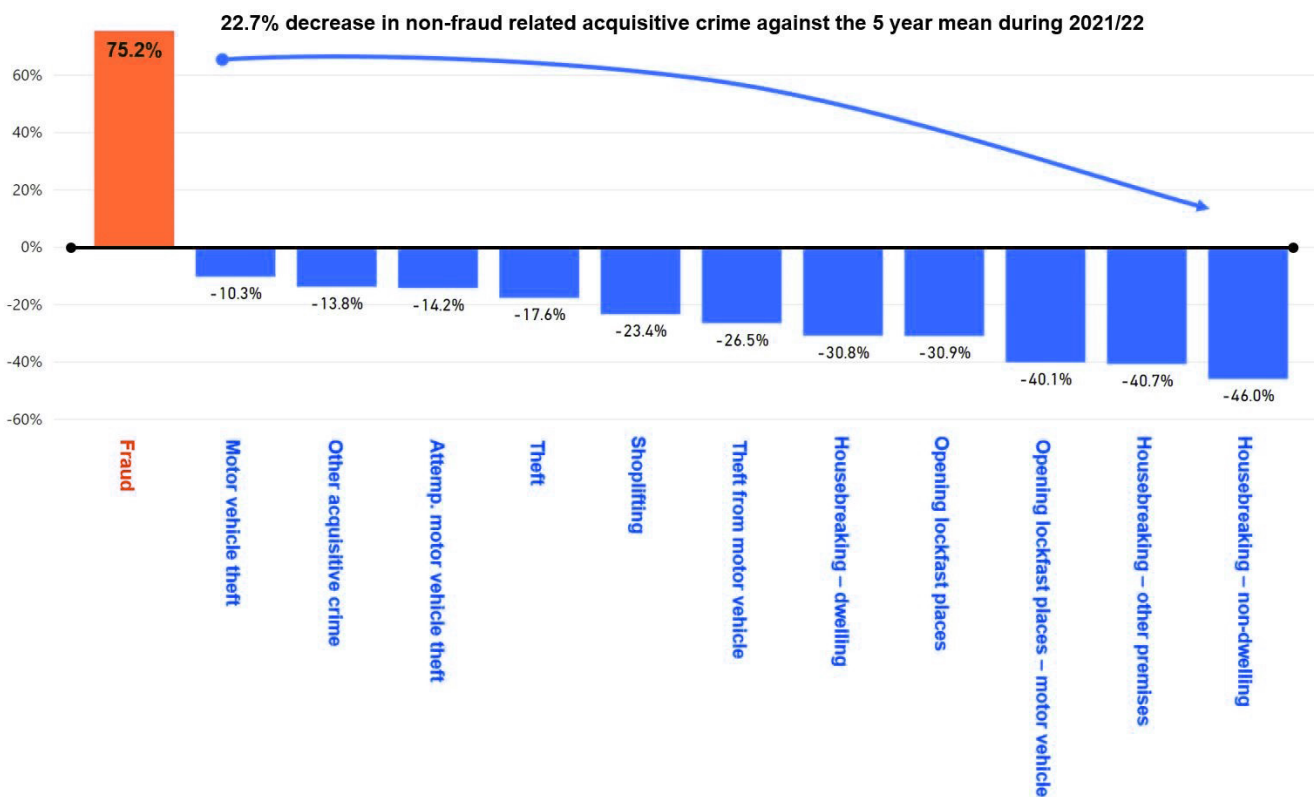


Note: the previous volumes and % changes are based on both initial and final coding of incidents, which provide a comprehensive indication of demand but may be different from methodologies used elsewhere in this document.

3) Non-fraud related acquisitive crime is down long term

Whilst acquisitive crime rose slightly from last year, against the five year mean we have observed a 14.4% fall. When fraud is removed, this decrease becomes 22.7%, reflective of the split between the often online elements of fraud and the in-person nature of most other acquisitive crime. Changes brought by the pandemic, such as more working from home, will have raised informal surveillance of neighbourhoods, as will the increased adoption of home security measures such as cameras and video doorbells. Likewise, the measures taken by many in the retail industry to put in place more security staff since the pandemic has brought down the number of shoplifting crimes recorded.

Alongside the decrease in traditional acquisitive crime, the rise of fraud and other cyber-enabled crime, points to an acceleration in changes to the opportunity structures that drive criminal decision making, away from physical space offending and towards behaviour which occurs online, involves vulnerable victims, often crosses borders, and is intrinsically more complex.

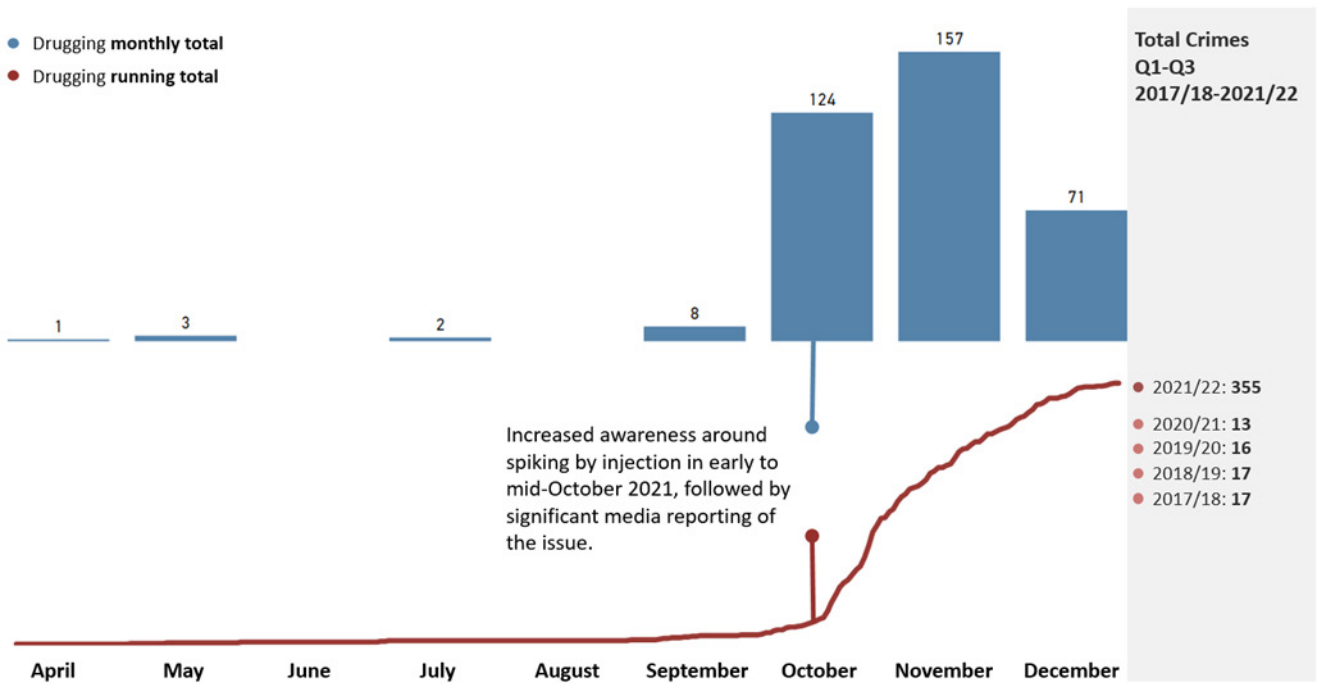


4) Recorded druggings increased substantially in Quarter 3

Between April and December 2021, there were 355 crimes of drugging reported, a substantial increase on previous years. As can be seen on the following graphic, which displays running and monthly totals for 2021/22, this rise occurred predominately since October, coinciding with increased media reporting and social media discussion of this type of incident, particularly focussed around the potential for substances to be administered to victims via needles.

Police Scotland’s response has been robust and extensive, rapidly establishing a Gold Command Structure, engaging a wide range of relevant stakeholders and creating a communications toolkit. Alongside this activity, Police Scotland continue to deliver and promote ByStander awareness to those employed in the licensed trade with a view to identifying vulnerability and intervening to prevent a person coming to harm.

Work in this area is detailed further on [pages 37-41](#).



Public Confidence and Experience of Policing

Police Scotland's Public Contact and Engagement Strategy sets out how we envisage our public contact and engagement activities and approaches to look now, and in the future. We have been clear in setting out what the public should expect from their police service and how we will continue to engage and involve communities and our partners. Our strategy sets out the ways in which we will seek to engage with communities so that their feedback can be utilised in meaningful ways. This engagement will aid operational and strategic decision-making, ensuring that Police Scotland operates using evidence-led principles in line with our values.

The Public Confidence Governance Board oversees the development of our engagement to enhance our understanding of public confidence within communities and respond to public feedback. We are paying particular attention to how we reach those who are often seldom-heard – understanding where there are opportunities to do even better, more often and, sometimes, with partners who have specific and relevant expertise.

High-level overview

We continue to engage and involve the public, communities and partners in policing through our ongoing national surveys and other engagement activities:

- **[Your Police 2021/22 survey](#)** - our refreshed local police survey for this year which builds on the great response from the public and communities in Scotland to our 2020/21 survey. Anyone who lives in Scotland can influence local policing in their area through this survey. We use the feedback to understand public confidence, where we can improve and build on what we are doing well.
- **[User Experience survey](#)** - our independent survey to enhance people's experience of contacting Police Scotland, administered by Progressive Partnership Ltd, via text message to those who have made contact. This survey receives approximately 1,200 responses each month. The survey has been expanded to include the complaints process. A new survey is in development, to be launched early in 2022, with Specialist Crime Division (people who are victims and witnesses of serious crime) and Criminal Justice Services Division (people in police custody).
- **[Use of Body Worn Video](#)** - We received over 18,000 responses in 2021 from two national public engagement exercises, which first informed the roll out of Body Worn Video to all armed policing officers. **[See the outcomes for armed policing here.](#)** The second phase included a survey and focus groups to enhance our understanding of the use of Body Worn Video with marginalised communities. Full insights will be available for the second engagement process in early 2022.
- **[How can we provide the best support to people affected by crime?](#)** - A collaborative effort of Police Scotland's Strategy, Insight and Innovation teams, Partnerships, Prevention and Community Wellbeing (PPCW) Division and C3 colleagues. A public engagement exercise, involving an open survey and in-depth interviews, gathered feedback on the initial responses provided to people in the immediacy after a crime (aftercare). Feedback is now available on **[our Engagement Hub](#)** about the results and next steps. This includes reviewing the current Victim Care Card and enhancing digital capabilities to inform our approaches to support operational policing colleagues from local referral data.
- Events and Protests: **[A new public survey](#)** launched in August 2021 to support our approaches to managing large events, including protests. Around 700 responses have been received since the survey launched. The findings include important themes for the general public, event host communities and those who participate in the events. Drivers of confidence, particularly in how we respect democracy and human rights, were used to support operations before and during COP26 as well as inform learning post COP26.

The public confidence and experience survey insights are considered each month at the Strategic Leadership Board for executive oversight and action. Data and insights are shared with Regional Delivery Boards and local policing for improvement planning and scrutiny, and working with partners. Work is underway to ensure that these data and insights inform the development of new Local Police Plans, as engagement on their renewal commences in early 2022.

Our response to public and community feedback has been to:

- **Improve the way we share and use data and insights** within the organisation. PowerBI dashboards containing the survey data have been tested and developed with local divisions to support local policing planning, community engagement and partnership working.
- **Introduce a GIS Mapping tool** to our Your Police survey to identify the locations and reasons communities feel less safe which will inform local partnership working and enhance police visibility.
- **Commission social action research** within seldom-heard communities to understand how we can improve our engagement practice to enhance confidence and trust. The joint research fund between Police Scotland, the Scottish Institute of Policing Research and the SPA awarded four studies which will be completed by October 2022. These include policing with empathy in conversation with LGBTQ and young people from disadvantaged backgrounds (Abertay University); refugee and asylum-seeker experiences, trust and confidence with Police Scotland (Queen Margaret University); inquiring together - collaborative research with BAME communities and serving officers (Dundee University); and, accounting for complexities - an intersectional approach to enhancing police practitioner reform (University of Glasgow).
- **Established reference sub-groups to implement actions for enhancing engagement within seldom-heard communities.** Emerging activities include the enhancement of local communications; awareness campaign among operational colleagues to recognise and reinforce positive behaviours; the development of an engagement and participation framework with practical guidelines to equip colleagues to lead engagement within communities; and, the introduction of usability testing of our communication and contact channels.
- **Independent Advisory Group (IAG) on Emerging Technologies in Policing.** Police Scotland are leading a workstream of the IAG focussed on informed decision-making through consultation, community engagement and participation. The IAG are examining evidence and best practice to begin to develop recommendations and a framework for consideration of the IAG in early 2022.

Your Police 2020/21 and 2021/22

Your Police received 822 responses between 01 October 2021 and 30 December 2021. This included 21 British Sign Language (BSL) responses. The survey continues to be broadly representative of the population by age, gender, disability and geography. The Your Police survey influences local policing by enabling the public to highlight areas of concern, good practice and informs our approach to working with local partners. We gather data on public confidence levels through this survey.

The Research and Insights team lead this survey, supported by Corporate Communications; Partnerships, Prevention and Community Wellbeing, local policing, and external partners in maximising engagement with Scotland's diverse communities. It is important to us that we make our public engagement activities inclusive so that our services meet the needs of everyone. Demographic questions are continually updated based on best practice and feedback from communities and stakeholders to be inclusive. We have reviewed and taken on board the latest guidance issued by Scotland's Chief Statistician, 'Data collection and publication guidance – Sex, Gender Identity, Trans Status', and have ensured the Your Police survey reflects this updated guidance. The Your Police survey required no change as a result.

Public Confidence

In 2019/20 the average public confidence level in local policing was recorded at 48% by the Your Police survey. This confidence level increased significantly in 2020/21 with an increased average public confidence level of 57%. Public confidence was then recorded as 41% in Quarter 1 of 2021/22, 38% in Quarter 2 and 43% in Quarter 3.

We know from our own research and academic studies that wider public confidence and experience of contacting and interacting with police are not always connected. While confidence is likely to fluctuate, satisfaction scores gathered by our external, quality-assured, User Experience Survey for local policing remain positive and consistent. Satisfaction with the drivers of confidence during an interaction (i.e. treating people fairly and with respect, and understanding someone's needs) range from 78-84%.

Overall satisfaction level with contacting the police was 68% in Quarter 3.

Just over one quarter (26%) of respondents reported they 'didn't know' or 'neither agreed nor disagreed' that they were confident in their local police. This proportion reflects that a substantial number of respondents who completed the survey had not interacted with police recently.

These findings show that, although public confidence is important to measure, it is not an indicator of operational performance. Service quality has remained consistent even though confidence levels have fluctuated throughout each Quarter. Public confidence is not always based on contact and engagement with police, but instead on public perception of policing and the wider policing narrative in society, nationally and internationally, at any time.

Our findings show that confidence can be influenced by geographic and demographic factors. Whilst we capture a national level of confidence, there is much nuance within this picture. We know, for example, that people living in areas affected by poverty and where there are higher numbers of people affected by social injustice are less likely to feel confident in the police. This is reflected across the UK and is evidenced-based. Work continues, in partnership with the Scottish Institute for Policing Research, the Centre for Policing Research and Learning, the Scottish Police Authority and community organisations to enhance our understanding of public confidence and trust in policing.

The confidence level derived from Your Police is comparable to confidence measures in the Scottish Government's Scottish Crime and Justice Survey and from other UK policing organisations, most notably the Mayor's Office for Policing and Crime (MOPAC).

Police Scotland is aware that confidence in policing is affected by events and media reports. This is likely to have had a particular impact in recent months due to a range of reported issues related to policing. Policing in Scotland is built on our values of integrity, fairness and respect with a commitment to protecting and upholding human rights - where we police with consent and legitimacy from fellow citizens. If we are to maintain public confidence and strive to deliver high quality services that people are satisfied with then we must ensure we respond to societal challenges, such as structural inequalities and violence against women and girls, in the most appropriate and supportive ways.

Police Scotland is committed to listening and responding. Work is ongoing to identify what we can do to enhance our understanding of the effects on individuals, communities and our own workforce. By working together with communities, partners, stakeholders and our people, we aim to ensure policing is accessible, relevant and responsive to keeping people safe and protected from harm.

A refreshed communications plan for Your Police in 2021/22 will be implemented for local policing to enhance and encourage diversity within the survey response. The plan includes 'We Asked, You Said, We Did' feedback for policing within local communities. Work continues to enable and support collective action which responds to public feedback locally.

Factors influencing public perceptions and confidence in local police

Survey respondents (n=204) in Quarter 3 who said they feel unsafe in their local area raised similar themes to Quarter 2. The following themes remain important on which we are taking action and informing decision-making - with plans and projects for sustaining change over the long term.

Police visibility and presence

- 42% of respondents who felt unsafe in their local area highlighted **greater police visibility** as a way of making them feel safer and providing reassurance. Police presence is often mentioned within the context of prevention and targeting of drug related crimes and anti-social behaviour. The type of visibility (e.g. physical, online and virtual) was not always specified in the responses but a majority specifically mentioned physical presence including more foot patrols in local areas, at specific times (e.g. after dark/ weekends) and locations (e.g. parks, train stations, local 'hot spots') where communities tend to feel less safe.
- The importance of police visibility in local areas was equally prevalent across respondents from least (SIMD 1, 2) and most deprived (SIMD 4, 5) areas of Scotland.

Community engagement and being kept informed

- 28% of respondents who felt unsafe in their local area highlighted **communicating what we are doing** as important. Respondents identified taking action on local issues as one of the key communication priorities.

The public expect police to react promptly to reports and would like to be informed about when and if police are attending. Respondents also want to be updated on the course of action of their incident. This suggests a need to educate and manage public expectations about how incidents are logged and graded in responding to threat, risk and harm.

- 12% of respondents who felt unsafe in their local area highlighted **community policing and local engagement** as important. This is highlighted alongside police visibility by respondents - for example, informal and friendly conversations with police officers on what matters to communities in local areas. Respondents highlight the importance of policing being accessible locally, having staff who are familiar with local needs and for training to be relevant to the specific issues affecting local communities. The public would like to be familiar with local officers and seek effective and lasting relationships with police officers.
- 6% of respondents who felt unsafe in their local area highlighted that **how we 'show up'** is important. Police officers and staff should continue to always bring empathy and understanding to their interactions with the public. Respondents expect police staff to be adequately trained, caring and professional. This includes our cultural intelligence in understanding the lived experiences of communities. Respondents refer to how we are building trust and positive changes within minority, marginalised or excluded communities.

Main areas of concern for local communities

Your Police qualitative data highlights the following key themes:

- 30% of respondents mention **anti-social behaviour** with alcohol, littering / fly tipping, anti-social behaviour by young people and noise complaints being the most commonly reported. We need to have clear and accessible signposting to support and connect individuals with the right services delivered by a range of community partners. People may ask us to help with matters which are important to them, but we may not be the best service or be able to help in ways which are needed at the time.
- 22% of respondents mention **drug crime and related harms** - the presence and effects of drugs within local communities and how local police are tackling drug dealing is crucial for community safety. The increased visibility of drug dealing and drug taking, particularly in the pandemic, has been a consistent theme over recent months.
- 19% of responses highlight **speeding and driving related offences** - 'boy racers', motorised scooters and dirt bikes were cited by respondents who also commonly express their concerns with speeding and reckless driving in their local area.
- 11% of respondents are concerned with **little physical presence of the police** - people would like to see regular foot and cycle patrols in their local areas. Several comments mentioned the need for police being visible and easily accessible within local communities.

- 10% of respondents express concern about **local theft and break ins** and want to be aware of the preventative measures they can take to keep their homes and businesses safe.

What we are doing well:

Your Police enables the public to tell us about our approach, which includes what we are doing well and getting right. The following key areas are highlighted in Quarter 3:

- **Consistent service delivery in the difficult circumstances policing is operating in.** There is appreciation for local policing and the job they do within local communities to keep people safe. People also like that police are friendly and approachable.
- **Increased visibility and presence in the areas which require this approach.** Many responses commend the enhanced visibility of police in their local area over recent months, especially throughout COP26, and highlight this as positive.
- **Increased responsiveness to reported issues.** Responses indicate an increased response speed and appropriate reaction to reported incidents / crimes.
- **Value of community engagement.** Respondents highlight the value of community policing and what community officers are doing to understand and tackle challenges in local areas together with partners and communities.

- **Our social media presence.**

Respondents point out the communication-enhancing role of social media, expressing appreciation for the guidance and updates that inform the public about the local initiatives.

How the public are experiencing their police service

The **User Experience Survey**, administered by Progressive Partnership Ltd, reaches a representative sample of 1,200 individuals monthly. The survey is delivered via SMS to those who have contacted Police Scotland in the previous month. In this quarter, **3,778 respondents were surveyed** about their experience of the policing service provided, from initial contact through to overall satisfaction.

The findings show continued high levels of satisfaction with contacting the police as follows:

- Ease of contact – 75%
- Initial contact treatment by C3 staff – 86%
- Feeling properly understood – 87%
- Being provided with the appropriate response – 65%
- Satisfaction with attending officers – 80%
- Feeling adequately informed about case progress – 60%
- Overall satisfaction with Police Scotland – 68%

COP26 Operation URRAM

Operation URRAM

The UK Government hosted the United Nations Framework Convention on Climate Change (UNFCCC) 26th Conference of the Parties (COP26) from 31 October 2021 to 12 November 2021 at the Scottish Event Campus (SEC), Glasgow. In addition to the main conference, a significant number of parallel events, that included a pre-sessional conference and a state reception at Kelvingrove Art Galleries in Glasgow, also took place. Over 40,000 visitors from governments, civil society, businesses and youth movements from across the world attended the conference.

Operation URRAM, the Police Scotland operational name for the policing response to COP26, was delivered over a 25 day period from 21 October to 15 November 2021. Operation URRAM was undoubtedly the most significant and complex policing event in terms of both planning and delivery in recent UK policing history. This included the largest ever mass mobilisation of police officers that saw Police Scotland officers and approximately 7,500 colleagues from forces in England, Wales and Northern Ireland being temporarily relocated to the central belt of Scotland.

The following summary highlights the size and scale of the policing operation:

Key Facts

- Over 12,000 police officers deployed.
- Significant logistic operation that included 12 staging posts, over 1,000 vehicles, provision of over 400,000 meals, 95 police hotels.
- 180 VIP protection packages delivered (including 128 world leaders).
- 1,454 Operation URRAM incidents managed
- 62 venues secured and protected
- Four miles of waterways restricted, patrolled, and protected
- Largest airspace restriction in Scottish history
- 125 protest groups engaged with

Partnership Working

Police Scotland hosted the Multi Agency Coordination Centre (MACC) within our C3 complex at Govan, Glasgow. Over 20 delivery partners were represented within the MACC.

In addition, Operation URRAM required extensive partnership working with over 60 organisations engaged with. These included the Cabinet Office, the Scottish Government, the Lord Mayor's Office, the Scottish Fire and Rescue Service, and the Scottish Ambulance Service.

Police Scotland were also key members of all working groups in the partnerships arena, including the Glasgow City multi-agency group which was responsible for ensuring that provision of all services across the wider community was not impacted on the overall operational delivery.

Protests and Arrests

During the operational delivery phase of COP26, 1,454 Operation URRAM incidents were recorded. This included 43 'lock-on' incidents, with protestors being cut free on 29 occasions.

Protest liaison teams and forward intelligence teams deployed 223 and 446 times respectively during the operation.

There were 97 COP26-related arrests. These included offences under the Police & Fire Reform Act 2012, assault, Section 38 Criminal Justice & Licensing (S) Act 2010, Culpable & Reckless Conduct and vandalism.

Business Continuity

Business Continuity (BC) officers developed and delivered bespoke training to officers and staff covering business continuity for business as usual (BAU) activity during COP26. The training was delivered to attendees from a wide range of business areas. This provided a level of assurance that any BAU BC disruptions would be managed by staff with the right skillset.

All Business Continuity Plans (BCPs) were exercised prior to commencement of COP26. This was to ensure they were sufficient to deliver on potential business continuity disruptions for BAU during the operation. The exercises focussed on four key areas:

- ICT
- Power outage
- Severe weather
- Impact of COP26 on critical functions

The outcome from the exercise was used to inform updates to existing BCPs.

Debrief, Deconstruct and Lessons Learned

An Operation URRAM debrief and deconstruct team has been introduced. This team, comprising primarily of members of the original planning team, will manage arising COP26 administrative, logistical and finance related matters in addition to the debrief, deconstruct and lessons learned process.

The close down roadmap comprises of four key phases:

- Phase One - lessons capture (sessions with all functional areas within Police Scotland);
- Phase Two - analysis (review of lessons captured in Phase One and operational debriefs);
- Phase Three - report writing (draft of initial debrief report and preparation of briefing materials);
- Phase Four - briefings (issue final report, brief key stakeholders, full closure of Operation URRAM).

Focussed lessons learned sessions with functional areas are currently concluding and these debriefs will form part of the overall final report.

A crucial part of the Police Scotland debrief report will be partnership debriefing. This has proven vitally important in previous large scale operations such as the visit to Scotland by the then President of the United States, Donald Trump in 2018. It is expected that Police Scotland will play a key role in partner debriefs in the coming months.

The debrief report will also document legacy benefits for Police Scotland, and will include reviews of additional or new equipment, new improved ways of working, the upskilling of staff, our enhanced capabilities and public confidence achieved through our effective delivery of the operation.

Complaints

The Professional Standards Department (PSD) had significant involvement in the policing response to COP26, including deployment of dedicated PSD teams to capture complaints and related evidence throughout the conference. All complaints have been reviewed to ensure learning has been recorded and actioned throughout the duration of COP26 and beyond.

A total of 27 complaints have been received in relation to COP26. The vast majority of these complaints were non-criminal, non-serious and non-complex in nature, with 74.1% successfully concluded by Frontline Resolution (FLR). However, a number of complaints remain subject to live enquiry.

Further complaints received in relation to COP26 will be assessed, recorded and managed by PSD in accordance with business as usual procedures.

Furthermore, complaints received in respect of mutual aid officers have been forwarded to officers' home force. Police Scotland will ensure ongoing coordination of these complaints until all such matters are finalised.

Measures of Progress towards Strategic Outcomes

Strategic Outcome: Threats to public safety and wellbeing are resolved by a proactive and responsive police service

Police Scotland's objectives are to:

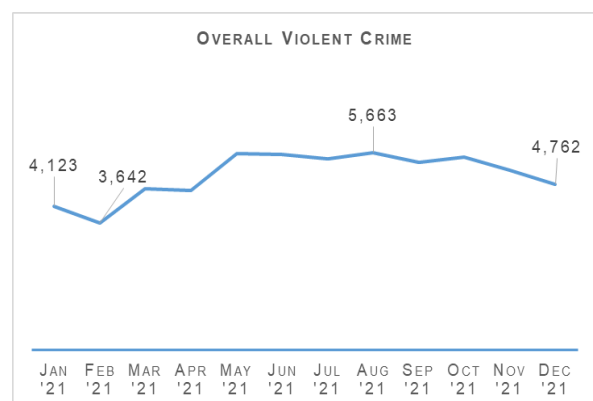
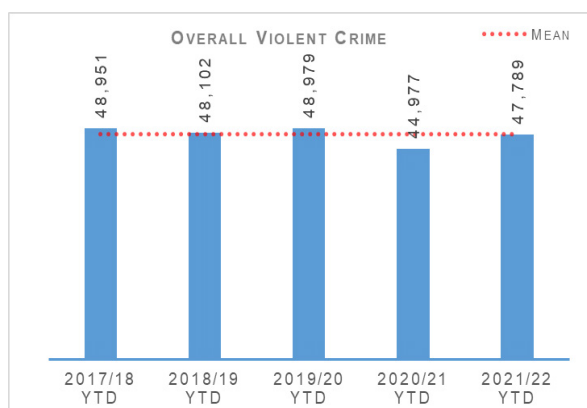
- Keep people safe in the physical and digital world
- Design services jointly to tackle complex public safety and wellbeing challenges
- Support policing through proactive prevention

All data is classed as Management Information and is not considered official statistics. All data is sourced from Police Scotland internal systems.

Violent Crime

Overall violent crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	44,977	47,789	+6.3%	47,885.6	-0.2%
Number of Detections	32,607	32,271	-1.0%	33,651.6	-4.1%
Detection rate	72.5%	67.5%	-5.0% point	70.3%	-2.7% point

Note: Overall violent crime is comprised of: murder, culpable homicide (common law), attempted murder, serious assault, robbery, common assault and common assault (of emergency workers).



Overall violent crime levels between April and December 2021 were largely consistent with previous years and the five year mean. The main exception to this is last year's level, from which there has been a 6.3% increase. Last year saw reduced levels of most types of violent crime due to the conditions created by COVID-19 related lockdowns. The detection rate for violent crimes has decreased by 5.0 percentage points compared to last year, and is also down 2.7 percentage points from the five year mean detection rate, however it should be noted that the actual number of detections of violent crimes is relatively consistent with last year.

Common assaults continue to account for the majority of crimes counted under overall violence. The 43,591 crimes, which includes 6,062 assaults against emergency workers, is an increase of 6.8% compared to last year. As previously stated, the impact of COVID-19 last year did lead to significantly lower levels of common assault than is typical due to the closure of licensed premises and cancelling of large events throughout much of the year. When compared to the five year mean, April to December 2021 has only seen an increase of 0.4%.

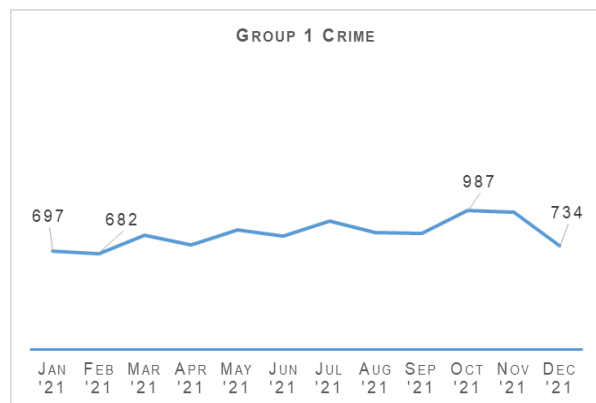
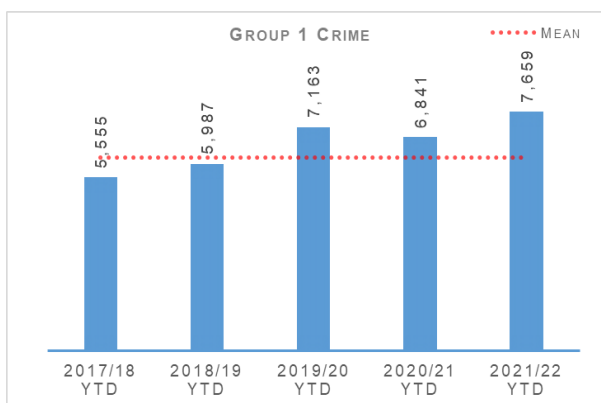
Serious assaults have also increased from last year. The 2,693 recorded between April and December 2021 is a 3.0% increase from the same period in 2020. This is an additional 79 crimes. When compared to the five year mean serious assaults are down by 9.8%. Other crimes such as attempted murder and robbery remain below last year's levels. During the first three quarters of 2021/22, 43 homicides have been recorded which is one fewer than the previous year.

An analytical review of homicides involving fatal violence against women and girls between 01 April and 10 December 2021 found that, of the 38 homicides committed across Scotland in that timeframe, 12 (31.6%) involved female victims. This is compared to five in the same period last year. Data from the last five years shows an average of 13 women and girls murdered per full year. Over half of homicides involving female victims in the period considered are assessed to have a domestic element, involving current or previous partners. Analysis shows that homicides involving strangers in public places and those involving a sexual element remain extremely rare.

Since coming into effect in August 2021, 1,000 crimes have been recorded under the Protection of Workers (Retail and Age-restricted Goods and Services) (Scotland) Act 2021. The majority (600) were crimes of threatening or abusive behaviour of a retail worker with a further 397 involving common assault of a retail worker. There has been three serious assaults of retail workers also recorded under the new legislation. Messaging from retail associations regarding the use of the new crimes has been positive.

Police Scotland's Violence Prevention & Licensing Coordination Unit (VPLCU) continue to liaise with the Scottish Government regarding the forthcoming implementation of the Offensive Weapons Act 2019. Implementation of the parts of the Act which extend to Scotland are expected to commence in the first quarter of 2022/23. This act will expand the range of items that can be deemed an offensive weapon, creates a new criminal offence of possessing a corrosive substance in a public place and the sale of corrosive substances, and will include a provision to allow the surrender of weapons newly deemed criminal.

Non Sexual Crimes of Violence (Group 1)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	6,841	7,659	+12.0%	6,195.2	+23.6%
Number of detections	5,020	4,871	-3.0%	4,594.4	+6.0%
Detection rate	73.4%	63.6%	-9.8% point	74.2%	-10.6% point



Non sexual crimes of violence increased by 12.0% compared to last year. This is the highest level in recent years and 23.6% above the five year mean. As previously detailed (in Overall Violent Crime), crimes such as homicide, attempted murder and robbery are all down compared to last year. Serious assaults have seen a 3.0% increase however the main drivers of the increase in total Group 1 crime are the increased recording of threats and extortions, and of druggings. It should be remembered that Domestic Abuse (Scotland) Act crimes have only been recorded since 2019/20 which also skews any comparison to the five year mean for Group 1 crimes. If DASA crimes are not counted then total Group 1 crime has gone up 11.9% (674 crimes) against the five year mean.

There have been 1,002 crimes of threats and extortions recorded so far this year – an increase of 64.3% from last year and up 195.1% from the five year mean. Increased time spent online by large sections of society is a significant factor behind the rise in this crime type and is likely to continue to increase. Recent analysis of three divisions in the West of Scotland however did find that the majority of recorded threats and extortions are only deemed attempted with victims reporting them to Police Scotland without suffering financial loss. The majority of threats and extortions occur over the internet, with many involving threats to distribute indecent images. The vast majority of these originate from abroad and prove very difficult to successfully detect.

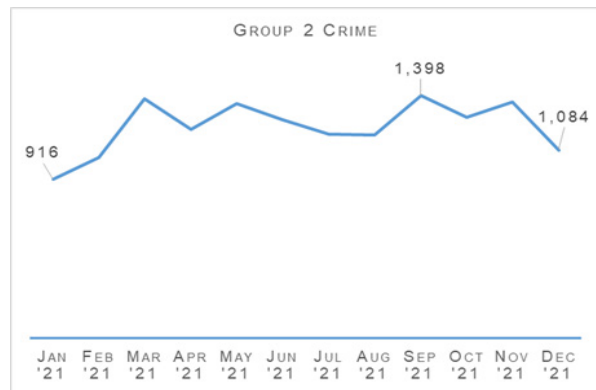
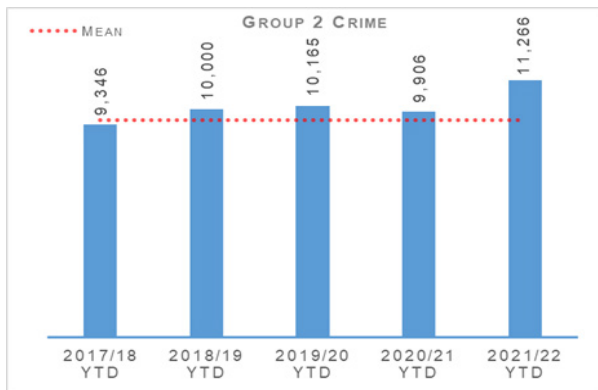
A smaller number are recorded between parties that are known to each other and are more likely to result in a successful detection.

There were 355 crimes of drugging reported to Police Scotland between April to December 2021. This is a substantial increase in last year's figure of 13 and a five year mean for the period of 14.4. The majority of this year's crimes were recorded during Quarter 3 and followed national media reporting of concern around drugging by injection in licensed premises across the UK and the sharing of information via social media. Victims are predominately female, and the majority of incidents were reported to have taken place in licenced premises. Most of the crimes reported in this area are raised within seven days of the incident occurring, a significant increase in average speed of reporting time over the last three years. Whilst no forensic evidence has been established at this point, every report is investigated thoroughly. We continue to strongly encourage people to report if they are concerned they may have been spiked/drugged, to enable a full investigation to take place.

As a result of this emerging issue, Police Scotland quickly established a Gold Command Structure to coordinate its response to the problem. Gold and Silver Group meetings, as well as meetings with partners, are being held regularly to analyse and share data and intelligence to fully understand the scale and the impact of the issue. Key stakeholders including members from the licensed trade and night time economy, student representation as well as others from the third sector including, Victim Support Scotland, Rape Crisis and Crew2000 are fully engaged. A communications toolkit has been prepared by Police Scotland Corporate Communications to promote consistency in key messaging. Police Scotland are also engaged with the National Police Chiefs Council's response to drugging in order to share information, experiences, good practice and learning with England and Wales. Police Scotland continue to deliver and promote ByStander awareness to those employed in the licensed trade with a view to identifying vulnerability and intervening to prevent a person coming to harm.

Public Protection – Equality Outcome 4

Overall Sexual Crime (Group 2)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total Number of crimes	9,906	11,266	+13.7%	9,544.8	+18.0%
Total Number of detections	5,894	6,016	+2.1%	5,669.8	+6.1%
Detection rate	59.5%	53.4%	-6.1% point	59.4%	-6.0% point



The number of sexual crimes recorded in 2021/22 is the highest figure experienced compared to the last five years.

Between April and December 2021, Group 2 crimes have risen by 13.7% (1,360 crimes) when compared to last year and by 18.0% compared to the five year mean. When compared to the same period in 2019/20, an increase of 10.8% (1,101 crimes) was noted. The number of Group 2 crimes recorded in Quarter 3 has continued to fall compared to previous quarters. September recorded the highest number of Group 2 crimes (1,398 crimes) during any month over the 12 month period.

The number of detections of Group 2 crimes also increased, up 2.1% (122 detections) compared to last year and 6.1% on the five year mean.

Sexual assault and rape of females continue to be the main drivers for the overall increase in sexual crime. Coercing a person into being present/looking at sexual activity also noted an increase compared to last year. Voyeurism continues to increase significantly against last year and previous years.

Overall Sexual Crime (Group 2)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	7,353	8,598	+16.9%	7,043.8	+22.1%
Number of Non Recent Crimes	2,553	2,668	+4.5%	2,501.0	+6.7%
Proportion of Group 2 crime non-recent	25.8%	23.7%	-2.1% point	26.3%	-2.6% point

Note: Non-recent sexual crimes are defined as crimes that were reported more than one year after they were committed.

Recent and non-recent Group 2 crimes increased against the previous year and the five year mean, however as a proportion, non-recent crimes have decreased. This is in line with analysis we have reported previously, demonstrating that the rise in Group 2 crimes is being driven primarily by recent reporting.

Recent crimes are classed as any crime that occurred within one year of reporting, however 64.3% of recent crimes were reported within one week of them being committed. Recent Group 2 crimes continue to drive the overall increase in sexual crime. High-profile sexual crime and the wider discussion around violence against women and girls remains the focus of media attention and may have further increased victim willingness and confidence to recognise and report criminal behaviour.

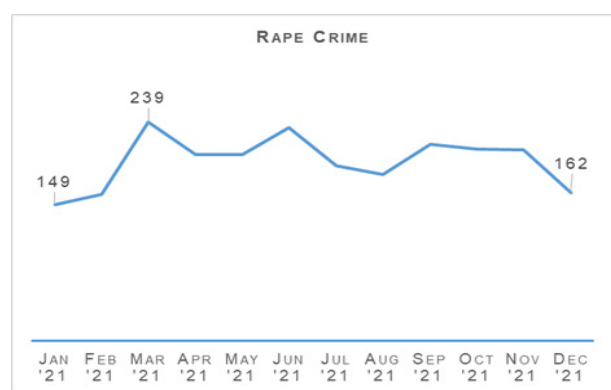
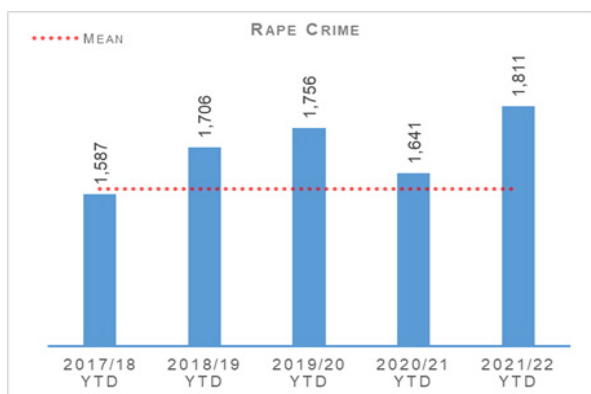
The vast majority of divisions across the Force saw an increase in recent Group 2 crimes compared to last year. This increase is driven by higher numbers of rape, sexual assault of females in all age categories, communicating indecently, voyeurism and coercing a person into being present/looking at sexual activity. The volume of contact sexual offending has continued to rise throughout 2021/22. This was

anticipated following the easing of social distancing restrictions compared to 2020/21.

Work has commenced on the development of a bespoke Police Scotland strategy to tackle Violence Against Women and Girls (VAWG). Consultation is underway with key stakeholders to ensure the strategy is relevant and fit for purpose. This will be aligned to an overarching Public Protection Delivery Plan, which recognises and addresses other vulnerabilities outside the scope of recent high profile events but which, equally, require our attention.

A comprehensive review of the national policing response to Public Protection has been commissioned. Following initial scoping and planning work, it has been agreed the work should be broader than a review of demand, resources and structures. As such, this will become a programme of work to improve national and local approaches, enabling Police Scotland to continue to adapt and respond to shifting demand and vulnerabilities. A Public Protection Development Programme Board has been established to ensure appropriate governance and work is commencing on internal and external engagement and communication.

Rape	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	1,641	1,811	+10.4%	1,600.8	+13.1%
Number of detections	995	962	-3.3%	895.0	+7.5%
Detection rate	60.6%	53.1%	-7.5% point	55.9%	-2.8% point



The number of reported rapes increased by 10.4% (170 crimes) against last year and by 13.1% against the five year mean. When compared to the same period in 2019/20, an increase of 3.1% (55 crimes) was noted. The number of rapes reported each month peaked in March 2021 with 239 crimes, followed by June 2021 with 233 crimes.

During the reporting period, the number of rape detections have increased by 67 detections (7.5%) compared to the five year average.

Police Scotland recognises the importance and need to listen to, and act upon, survivor feedback and over recent years have made significant efforts to ensure appropriate engagement with survivor groups across the Violence Against Women and Girls network. Our National Rape Review Team have worked closely

with Rape Crisis Scotland to provide a qualitative review process in respect of survivor feedback. Since April 2020, Police Scotland has received feedback from 358 rape survivors, 77.5% of which was positive, in respect of our communication and engagement, explanation of the process, support provided and compassion/empathy demonstrated by our officers. During 2021, we formulated an improved question set to enrich the qualitative information provided by survivors on their lived experience and engagement with the police. A robust governance process is in place to identify learning opportunities and ensure an improved quality of service is achieved. Feedback gained from survivors of rape is used to inform our national response and identify good and bad practice to improve the investigation of sexual offences.

'Don't Be That Guy' Campaign

Police Scotland's sexual crime prevention campaign, 'Don't Be That Guy', seeks to reduce sexual offending by challenging male sexual entitlement. Based on evidence, it draws a direct link between behaviours driven by sexual entitlement and serious sexual offending against women and girls. It calls on men aged 18-35 years to reflect on their own language and behaviour about, and towards, women, and encourages men to tackle entitlement behaviours within their own peer groups.

The campaign involves a number of elements. These include a 60 second flagship film produced and distributed using targeted digital-only advertising and shared via dedicated That Guy social media channels and the corporate and divisional Police Scotland social accounts.

We also recruited around eleven social media influencers who created original content or shared our campaign messaging with their own social media followers.

Although not the core objective, the primary impact of the campaign was an immediate increase in public confidence towards Police Scotland amongst women and girls (at a time of much public discourse regarding officer conduct). We estimate around 60% of those engaging with the campaign were women, whose feedback was universally positive.

The campaign's key metric is visitors to the campaign website which demonstrates deep engagement with campaign content and messages. We estimate more than 80,000 individuals visited the microsite resulting in an estimated 160,000 page views which is very high for a campaign. Visitors to the website were not only

from the UK, but significant numbers also visited from countries including Australia, United States, Germany, Spain, Canada and New Zealand. We estimate the 60 second campaign film has been viewed a minimum of four million times to date worldwide, including three million views of the original first tweet (very high). A number of celebrities, actors and high profile individuals shared our content on Twitter. The average social media engagement rate was 13% (very high) and the campaign hashtag was used 33,000 times worldwide (very high). The campaign was covered extensively on television, radio and print/online media in Scotland, UK-wide and internationally and mentions of the campaign continued over many weeks.

A range of commentary, translations and copycat content has been created across the world including in Spain, Australia, Japan, Peru, Brazil, Portugal and Germany. In addition to the range of partners we engaged with prior to launch, eleven UK police service communications teams proactively engaged with us during the campaign period, together with several public sector organisations including the London Mayor's Office, NHS Lothian, NHS Wales, Scottish Rugby and Aberdeen FC. Police Scotland co-presented to over 100 professional rugby players at two one-hour sessions in both Edinburgh and Glasgow. We are working with Scottish Rugby on content to be distributed to more than 200 other clubs in Scotland.

Social media influencers generated 1.2 million impressions on social media, 166,000 views of content, 13,000 content downloads, 3,000 commissioned article page views and 2,300 clicks through to the campaign site.

This campaign has had the highest reach of any Police Scotland campaign to date. It is likely it has had the highest reach of any UK policing campaign in recent times. However, the focus remains on the primary objective: changing male behaviour. This is a huge challenge and will require consistent reinforcement of the campaign messages over many years.

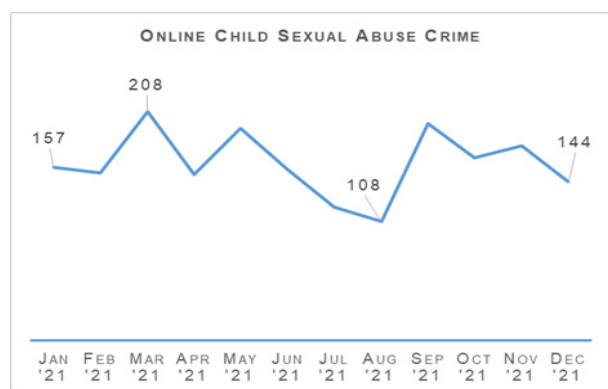
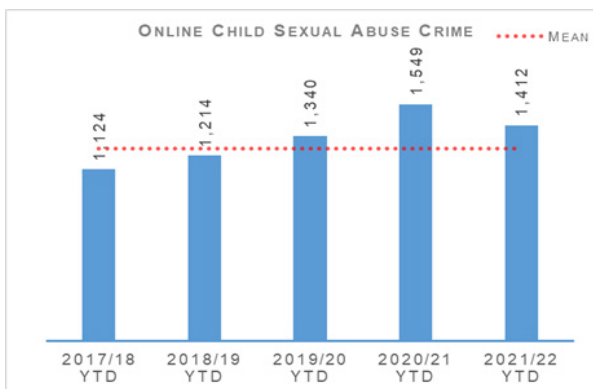
Rape	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Recent crimes	937	1,089	+16.2%	959.0	+13.6%
Number of Non Recent Crimes	704	722	+2.6%	642.8	+12.3%
Proportion of Group 2 crime non-recent	42.9%	39.9%	-3.0% point	40.2%	-0.3% point

Note: Non-recent rape crimes are defined as crimes that were reported more than one year after they were committed.

Non-recent reporting of rape has increased by 2.6% (18 crimes) compared to last year, however the proportion has decreased by 3.0%, mirroring trends in Group 2 crimes overall.

The number of recent rapes increased by 16.2% (152 crimes) against last year and by 13.6% against the five year mean. This is a smaller increase than the position recorded at the end of Quarter 2 (+21.0% against last year and +16.3% against five year). A total of 51.3% of recent rapes were reported within one week of them being committed. Rape of a female over 16 and rape of a female aged between 13 and 15 years are the drivers for the increase in recent rapes accounting for over 90% of the recent rape crimes.

Child Sexual Abuse (online)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	1,549	1,412	-8.8%	1,260.0	+12.0%
Number of detections	1,018	906	-11.0%	883.6	+2.5%
Detection rate	65.7%	64.2%	-1.6% point	70.1%	-5.9% point



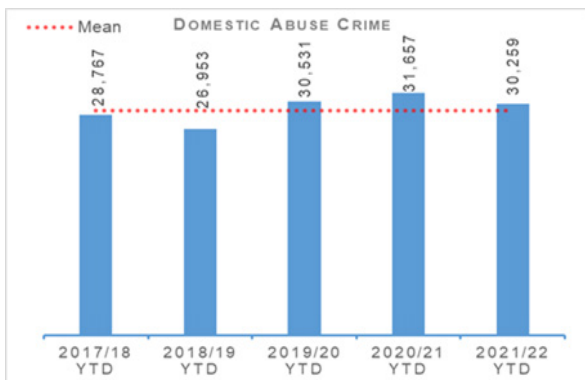
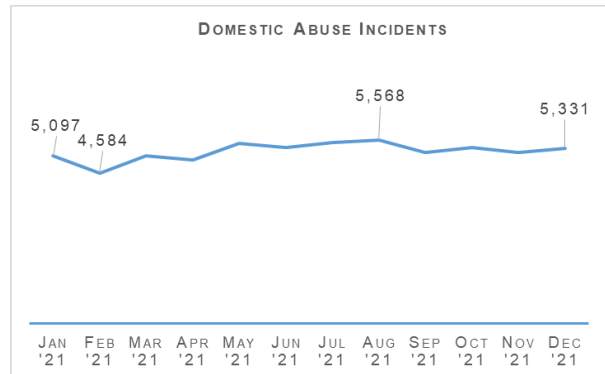
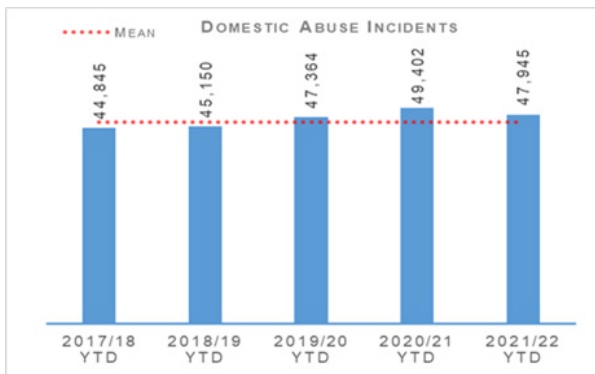
To date, 1,412 online child sexual abuse crimes were recorded, a decrease of 8.8% (137 fewer crimes) compared to last year and an increase of 12.0% on the five year mean. The number of crimes reported monthly reached the lowest point in the 12 month period in August 2021. The month of September 2021 recorded the second highest number of child sexual abuse crimes in the 12 month period. The detection rate of online CSA noted a decrease compared to last year, down 1.6 percentage points.

	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Cause to be Present Sex Act/To Look at Sex Image -M&F (< 13)	271	284	+4.8%	217.4	+30.6%
Cause to be Present Sex Act/Look at Sex Image -M&F (13-15)	147	131	-10.9%	115.0	+13.9%
Communicate Indecently/Cause see/hear Indec Comm - M&F (< 13)	268	288	+7.5%	198.8	+44.9%
Communicate Indecently/Cause see/hear Indec Comm – M&F (13-15)	238	204	-14.3%	192.8	+5.8%
Grooming of children for the purposes of sexual offences	47	59	+25.5%	59.0	0.0%
Taking, distribution, possession etc. of indecent photos of children (from Apr 2011)	578	446	-22.8%	477.6	-6.6%

Taking, distribution, possession etc. of indecent photos of children (from Apr 2011) accounts for the largest proportion of child sexual abuse crimes (31.6%). This crime type noted the largest decrease across all online CSA crimes (down 22.8%) compared to last year and is the only crime type to be down on the five year mean. Communicate Indecently/Cause see/hear Indec Comm – M&F (<13) noted the largest increase on the five year mean, up 44.9%.

As mentioned in the Quarter 2 report, the rise in taking, distribution, possession etc. of indecent photos of children (from Apr 2011) crimes noted during 2020/21 was as a result of Operation PARROR. When Operation PARROR concluded it was absorbed into business as usual activity. The decreases noted throughout 2021/22 in the recorded crime figures are due to a number of factors and competing demands, particularly around capacity in digital forensic support. The Force is building towards being able to regain and sustain the elevated levels of enforcement achieved during Operation PARROR.

Domestic Abuse	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of incidents	49,402	47,945	-2.9%	46,247.0	+3.7%
Number of crimes	31,657	30,259	-4.4%	29,381.6	+3.0%
Number of detections	22,365	20,232	-9.5%	20,725.4	-2.4%
Detection rate	70.6%	66.9%	-3.8% point	69.8%	-2.9% point
Proportion of incidents resulting in a crime	43.6%	42.8%	-0.8% point	45.7%	+2.9% point
DASA (of female) – Number of crimes	1,157	1,198	+3.5%	n/a	n/a
DASA (of male) – Number of crimes	75	97	+29.3%	n/a	n/a



The number of domestic incidents decreased by 2.9% (1,457 less incidents) compared to last year, however increased by 3.7% compared to the five year mean. Domestic crimes also noted a decrease, down by 4.4% (1,398 less crimes) compared to last year. Domestic crimes have shown a month on month decrease since the highest number recorded in May (3,646 crimes). During the 12 month period, recorded domestic incidents were highest in the month of August (5,568 incidents).

The number of DASA crimes continue to increase compared to last year with DASA of a female increasing by 3.5% and DASA of a male increasing by 29.3%.

Throughout the reporting period seven murders assessed to be domestic related have occurred, compared to three in the same period last year.

Disclosure Scheme for Domestic Abuse Scotland (DSDAS) applications have increased by 13.0% overall with a 6.7% increase in Power to Tell (PTT) applications and a 31.2% increase in Right to Ask (RTA) applications compared to the same period last year. Awareness raising of the DSDAS scheme continues through ongoing communications and training,

16 Days of Activism Campaign

Every year from 25 November (the International Day for the Elimination of Violence against Women) to 10 December (Human Rights Day) the '16 Days of Activism' raises awareness of violence against women and girls around the world. The global campaign sees communities, non-governmental organisations and charities holding events aimed at raising awareness of violence against women in an effort to influence behaviour and secure political commitment to ending it.

Police Scotland is a recognised supporter of the campaign with representatives from various business areas attending local and national events organised by partner agencies. A national planner was developed by Specialist Crime Division Public Protection in collaboration with Corporate Communications, to capture and co-ordinate events, activities and social media across Police Scotland throughout the campaign. The focus was primarily on the #GetConsent and #ThatGuy campaign's in addition to supporting our other key messages regarding Domestic Abuse.

Each day of the campaign focused on different aspects directly related to the organisational commitment to the prevention and elimination of violence against women and girls, including rape and other sexual offences, human trafficking and domestic abuse.

The campaign sought to encourage victims and those at risk to continue engaging with the police. The sharing and endorsing of information provided by key partners and stakeholders was a crucial component.

Online and offline messages included support for service providers such as Rape Crisis and Scottish Women's Aid, gender equality campaigns such as HeForShe and advocates for change such as SafeLives.

Positive messaging, such as the success of the Disclosure Scheme for Domestic Abuse in Scotland (DSDAS), which seeks to prevent abuse and share information with those at risk, was highlighted, to demonstrate the policing response to domestic abuse has continued throughout the pandemic.

Domestic Abuse Campaign

In December 2021 Police Scotland launched a national domestic abuse campaign across numerous social media, online and traditional platforms. The campaign encourages the reporting of domestic abuse and acts as a reminder of the Right to Ask pathway for DSDAS. The campaign has been devised to encourage the public, including friends and relatives of those at risk, to contact police by phone, in person or by use of the DSDAS online application form. Campaign phraseology and key messaging included 'Domestic abuse is everybody's business', 'Reporting domestic abuse could save a life' and #ReportDomesticAbuse.

Violence Against Women and Girls

Police Scotland is committed to eradicating Violence Against Women and Girls (VAWG) and ensuring a focus on the need to promote prevention and assist in breaking the cycle of violence. Working in partnership with those organisations that support women and those engaging with younger people exposed to and involved in violence, Police Scotland aspires to having the greatest possible impact across Scotland.

'Equally Safe' which is Scotland's strategy for preventing and eradicating VAWG was developed by the Scottish Government and Convention of Scottish Local Authorities (COSLA) in association with a wide range of partners from public and third sector organisations. Police Scotland National Public Protection work closely with the Scottish Government and partners to support the delivery of 'Equally Safe'.

Police Scotland continues to work closely with VAWG partnerships on both national and local levels on a range of activities and initiatives. There is a clear and unequivocal message running through all activities and initiatives, that violence against women and children will not be tolerated and that a bold and unapologetic approach is needed to achieve necessary improvements, linking systematic gender inequality with the root causes of violence against women.

Drugs Harm / Supply

Drugs Related Deaths

Police Scotland continues to work hard at fulfilling its duty to ensure the safety and wellbeing of all people within our communities. Tackling substance use and the harms they cause is complex, with COVID-19 restrictions having further exacerbated the issue through disruption to addiction services, poverty due to economic difficulties, and mental health vulnerabilities as a result of isolation. It is acknowledged that it is necessary to adopt a public health, whole system approach, working alongside multiple external agencies to address longstanding issues and improve the life chances of individuals we interact with frequently.

Our focus in the area of drug related deaths is on identifying primary prevention and intervention opportunities, and working with partners to reduce the harm caused by substance use to individuals and communities. These aims are forwarded through major internal and external forums such as the National Drug Strategy Board, the Drug Harm Prevention Group, and the multiagency Scottish Drugs Deaths Taskforce, whilst numerous other work streams continue across the force and are detailed as follows.

Naloxone

The carrying of naloxone – an emergency first aid reversal agent for opioid-related overdoses – by frontline officers as a Test of Change programme was approved in November 2020 and was rolled out in three testbed areas (Falkirk, Dundee City, and Glasgow East). Training was extended in other testbed areas (Wick and Thurso) as well as for Police Custody Officers within existing testbed areas that do not have a custody based Health Care professional.

In addition to the initial areas, training was rolled out to the Community Policing Teams and Alcohol and Violence Reduction Unit in Stirling, as well as Caithness officers based in Wick and Thurso as well as police custody officers in the testbed areas. To date, over 808 officers overall have been trained, of which 656 (81%) subsequently volunteered to take part.

A robust and independent evaluation process began in May 2021 and was completed in October 2021 at the end of the Test of Change. A final evaluation report will be supplied in the first Quarter of 2022/23. Preliminary results are not available at present however will be provided for the following Performance Report.

Drugs Related Deaths Impact

During the Test of Change between May to October 2021, naloxone has been administered to 51 unconscious and unresponsive persons. The use of naloxone by trained officers has continued since the end of the Test of Change period. The types of incidents in which naloxone has been administered have varied, from attending a call relating to unconscious individuals to officers on patrol being stopped by members of the public to raise concern for a person, and have taken place across police property, private dwellings and public space.

In a number of these incidents the individual involved was judged to have been in a life-threatening situation, however following the intervention of an officer and administering of naloxone, they received sufficient medical care to make a full recovery. To date there have been no issues raised by either police officers administering, persons receiving, or persons witnessing the administration of naloxone.

Naloxone Awareness Cards

In 2011 Scotland was the first country in the world to introduce a national naloxone programme. The aim of the programme was to provide Take Home Naloxone (THN) kits to those who may be at risk of, or come into contact with a person who may suffer, an overdose. This includes drug users, their friends, family and members of the community. This would allow them to administer naloxone to those who had taken a potentially lethal overdose.

One provider of THN kits is Scottish Families Affected by Drugs (SFAD). This is a national charity that supports anyone concerned about someone else's alcohol or drug use in Scotland. They provide advice and information on overdose prevention, intervention and naloxone training. They also operate an on-line service for the public to order THN kits. These are sent by post to the applicant's home address in plain non-identifiable packaging.

Police Scotland in partnership with SFAD have developed Naloxone Awareness cards which have been distributed to both custody and frontline officers for dissemination to persons who may be at risk or know someone with problematic drug issues and/or likely to suffer the effects of a drug overdose. The first batch of 10,000 awareness cards were circulated to all custody suites and a further 100,000 cards distributed to frontline officers across the Force. SFAD began delivering THN kits in May 2020 and within the first year a total of 348 were provided. The kits have reached all Alcohol and Drug Partnership areas within Scotland.

The aim is to increase the number of THN kits in general circulation which in turn will provide easier access to members of the public requiring to provide initial medical treatment to persons suspected of having suffered an opiate / opioid overdose.

Pathfinders

The Criminal Justice and the Law Sub-Group of the Taskforce secured funding for a proposed Test of Change in the Inverness area which began on 05 July 2021. The Pathfinder pilot involves a police referral process, at the initial point of contact, for individuals subject of S5 (2) drug possession charges (or if an addiction associated vulnerability exists for an individual, who would benefit from a referral). This is not exclusive to persons taken into police custody and extends to those dealt with at the scene.

The project aims to reduce drug related criminality, harm and deaths in Scotland through early intervention and a whole-system, multi-agency approach. Referrals will be made to local peer mentor / Navigators (Medics Against Violence), who will triage and offer ongoing support through the criminal justice pathway and sign-post to relevant services.

Information regarding that person's engagement / progress will be shared by Pathfinders with COPFS, ensuring that any subsequent case disposal decision by COPFS is fully informed. The project has been initially funded for two years with referrals underway.

Challenges were presented in September 2021 around the sharing of personal information from Police Scotland to partners, even with consent of the subject person being in place, however these challenges have now been resolved through effective partnership working.

Plans are at a tentative stage for the next phase of the roll out scheduled for the 2022/23 financial year. The areas under consideration are Dundee and South Lanarkshire, with the heads of both relevant Alcohol and Drug Partnerships (ADPs) being supportive. Talks are ongoing with Dundee to avoid duplication of any existing projects.

Support Services Portal

Substance Harm Prevention (SHP) is currently compiling details of Support Services within Police Scotland Local Policing Divisions in order to assist officers in signposting members of the public who may require support with regards to substance addiction, mental health, gambling addiction, trauma or bereavement problems.

It is envisaged the directory of services will be available on the Force Intranet for officers to access as required on their handheld devices in order that relevant contact details can be provided to any member of the public who requests it or proactively to those the officer identifies as vulnerable.

Substance Education Package

At present there is no recognised or approved drug awareness input delivered by police to school pupils. There is a lot of excellent work being done by officers across the country but at present remains informal and ad-hoc. The intention of Police Scotland is to create a universal, corporate package to be delivered to every secondary school pupil each year.

Considerations around content include:

- A digital package delivered by schools with the potential to be supplemented by police and health.
- Age relevant topics that progress as the child moves through their schooling, building on their input from the previous year.
- Inputs to provide information that would allow children to make safe and informed decisions.
- Covering topics such as drug types and effects, personal safety, stigma, and lived experience.
- Achieving a more inclusive approach by sourcing feedback from pupils as to what they would do to reduce the impact of substance use and harm in their communities.
- Peer mentoring – having fifth and sixth year pupils involved in the delivery.

The overall aim would be to provide pupils with enough information to allow them to make safe and informed decisions.

Substance Harm Prevention has met with Education Scotland who welcomes Police Scotland's vision and approach to enabling young people to make informed choices through the education of substance related issues.

A working group will be formed around the identification of suitable content and options for delivery; this work may progress in collaboration with third sector substance support agency(s) once initial consultation is complete.

Probationer Training

Work continues between the Substance Harm Prevention Team and the Scottish Police College with a view to enhancing current probationer training on substance abuse and misuse of drugs offences.

These inputs will be delivered in partnership with the Scottish Drugs Forum, the Scottish Recovery Consortium, Scottish Families Affected by Drugs and the Crown Office and Procurator Fiscal Services.

The focus of delivery will be to raise officer awareness on the public health approach to justice, the benefits of prevention and early intervention, addressing stigma, the impact of drug related deaths, and support services available.

County Lines

County Lines is a method of dealing drugs that relies heavily on the criminal exploitation of children and vulnerable adults. There are a number of actions and operations to tackle County Lines being progressed across Scotland.

In August 2021 a new County Lines marker was placed on the Police National Computer (PNC). Officers encountering individuals or progressing information or intelligence where it is identified that an individual is at risk of exploitation by County Lines related crime must now generate a PNC information marker. This process will bring Scotland into line with the rest of the UK.

The north east region has the highest number of County Lines operating in Scotland. In response we have a number of on-going projects including:

- Foyer Youth Outreach Workers, in consultation with Police Scotland, are now providing street based engagement, in conjunction with street based activity providers in areas where risk may be greatest. Pathways are developed and allow for referrals towards greater multiagency support for those identified as vulnerable including Priority Families initiative.
- Community Safety Team, Criminal Justice Social Work service, Housing and Substance Misuse professionals in Aberdeenshire are now providing the same level of intervention service offered to victims of Cuckooing following the execution of Warrants. This means a visit from Substance Misuse Teams within 48 hours to support addiction. This approach, seen locally as an evolution to Cuckooing, is supported by the local Authority Community Safety Team using ASB measures as framework to divert those supplying controlled drugs towards support.
- Multi-agency approach is now being adopted with regard to potential ASBOs for Serious Organised Crime offenders. This includes visits to HMP Peterhead between Police and the Aberdeenshire community safety team. The practice is subject to evaluation at this stage and early feedback sees this as a powerful demonstration of early intervention and a key factor in a number of recent successful ASBOs applications.
- Child Criminal Exploitation (CCE) Harm Reduction Pathways towards support have been developed within statutory and third sector agencies. This approach sees referrals from police towards help that will address the needs of an individual identified as at risk or identified as involved. Aberdeenshire Local Authority are investing in an additional trained resource to specifically support young people identified as at risk or involved as victims of CCE to broaden and develop this approach. Multiagency CCE training is planned and an action plan is being developed that will see Substance Misuse Workers and Social Work colleagues co-ordinate Harm Reduction measures and Harm Reduction agencies into communities in response to identified issues. This action plan is being developed after a successful test of this approach within an impacted community.

Positive Outcomes Project

The Positive Outcomes Project (POP) is a unique, partnership-based outreach team that aims to break the cycle between addiction and offending, currently offering two addiction support services.

The core POP team support persistent male offenders aged 16 years and above, who reside within the Glasgow City boundary and commit crimes to sustain a dependency on alcohol and / or drugs. This team of addiction workers, police officers and a lived experience Recovery Co-ordinator, offer intensive support to 45 service users with the aim of reducing their substance misuse and offending behaviour. Recent analysis have shown that of the 90 clients worked with intensively over the last 12 months, only one has increased their offending behaviour.

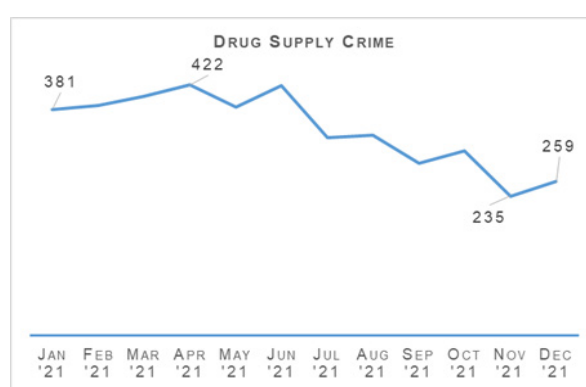
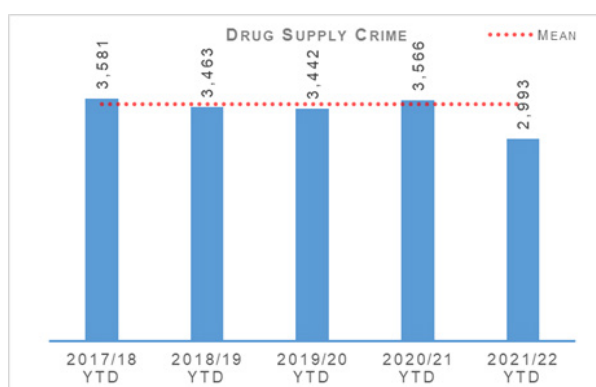
Additionally, POP Plus consists of two Custody Peer Mentors (CPM) with lived experience of addiction and the criminal justice system who use their life, recovery and work experience to engage with and support detainees within Greater Glasgow's police custody cells. The CPMs' ability to build rapport with detainees allows them to signpost them to agencies who can help tackle a whole range of issues such as addictions, bereavement, anger management etc.

Prior to POP Plus, detainees held within Greater Glasgow custody had limited access to support and recovery mechanisms (only three referral pathways available). POP Plus changed this approach and over a 10 month period referrals were made to 33 organisations. When examining the period between January and June 2021, detainees were offered support via existing channels at custody centres and by CPM's. Overall it was found that 3% of detainees accepted a referral via existing channels compared with 33% of detainees who accepted a referral via CPM's.

Furthermore 69% of the detainees disclosed to the CPM's alcohol addiction, 26% heroin addiction, 39% cocaine addiction and 34% used street Valium. By comparison 14% disclosed alcohol issues and 15% drug problems to the custody staff. Overall the opportunities to gain information and offer appropriate support to vulnerable individuals within custody has been greatly increased by POP Plus.

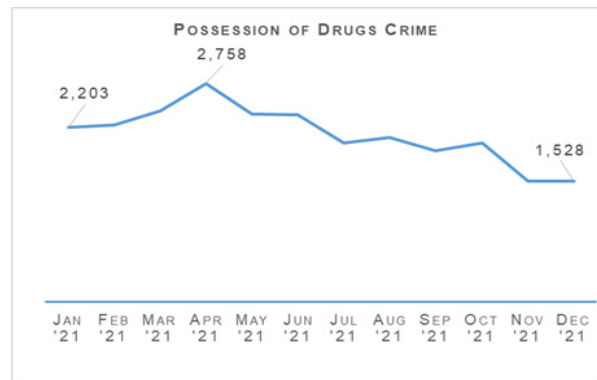
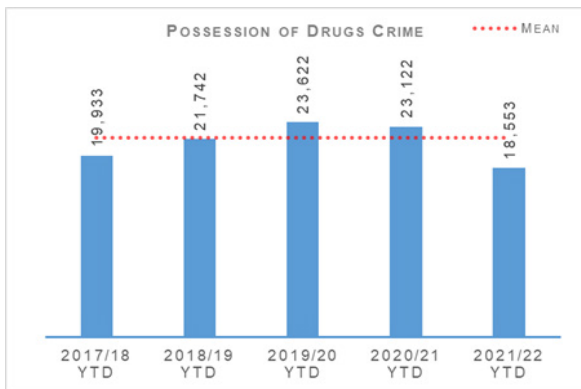
Drug Crimes

Total Drugs Supply	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	3,566	2,993	-16.1%	3,507.4	-14.7%
Number of detections	3,086	2,625	-14.9%	3,118.8	-15.8%
Detection rate	86.5%	87.7%	+1.2% point	88.9%	-1.2% point



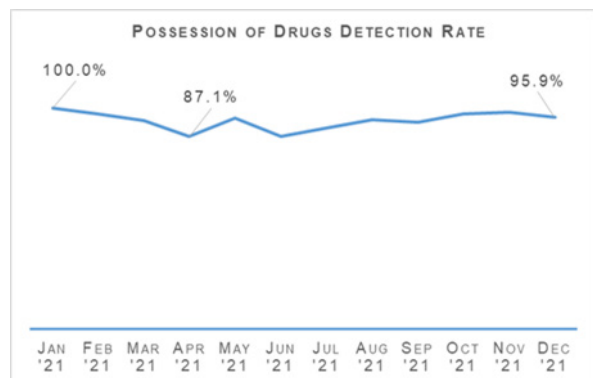
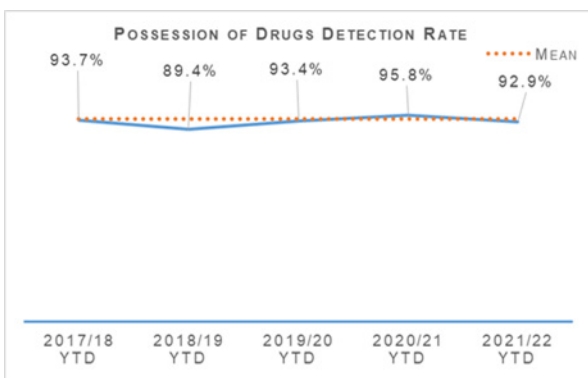
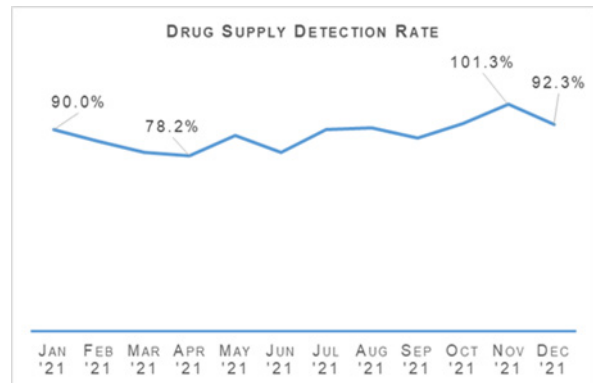
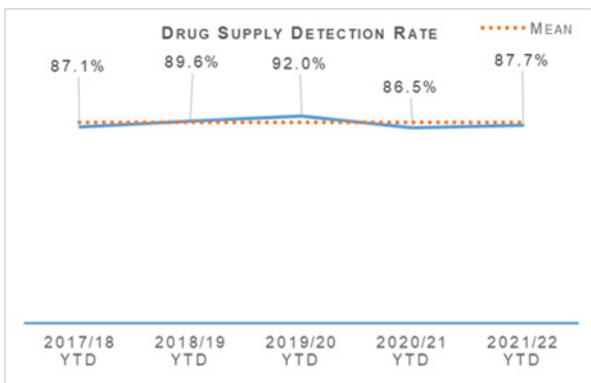
The number of drug supply crimes has decreased by 16.1% in comparison to the previous reporting period, and decreased 14.7% on the five year mean. Throughout the year, and particularly during Quarter 3, competing demands on Police Scotland and heightened absences due to COVID-19 have restricted our capacity in this area. Further to this, operational activity, such as Operation ERSO, has focused on high-level disruption to supply chains, such as with the recovery of 24 pill presses in Scotland since January 2020. The steady decline in supply crimes has been ongoing since June 2021, with a noticeable reduction in November 2021.

Drugs Possession	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	23,122	18,553	-19.8%	21,871.0	-15.2%
Number of detections	22,150	17,244	-22.1%	20,567.6	-16.2%
Detection rate	95.8%	92.9%	-2.9% point	94.0%	-1.1% point



Drug possession crimes have decreased by 19.8% in comparison to the same period last year and 15.2% lower than the five year mean. Similar to the crimes of drug supply, this decrease is the result of operational focus on high level organised crime and supply chains, with successes in this area found in removing significant quantities of drugs from reaching circulation. Whilst there has been a gradual decrease in drug possession crimes throughout the reporting period there was a more pronounced reduction in November 2021, with officers being called to assist with COP26 duties, necessitating a reduction in proactive capacity elsewhere.

Detection Rates



The detection rate for the supply of drugs crimes has increased 1.2% over the previous reporting period, with the rate generally increasing throughout the year to its highest in November 2021. The detection rate is 1.2% lower than the five year mean, however this is an increase on the previous Quarter by 3.6 percentage points.

Drug possession detection rates have decreased 2.9 percentage points compared to the same period in 2020/21, and have decreased 1.1% in comparison to the five year mean. There were drops in the possession reduction rate in April and June 2021 which similarly coincide with decreases in the supply of drugs detection rates.

Disruption Activity

Over recent months our officers have continued to work to severely disrupt the activities of organised criminals operating within Scotland, a few examples are outlined below:

In October 2021:

- Officers executed a warrant at an address in Edinburgh and recovered 3kg heroin, 1kg crack cocaine and 4.5kg herbal cannabis with an estimated street value of £445,900. Three males were arrested in connection.
- A search warrant was executed in Lanarkshire. During the search 19kg of heroin and 19kg of cocaine was recovered with an estimated street value of £698,000. One male was charged in connection.
- Officers from Road Policing carried out a vehicle stop on the A952, near to Ellon and discovered 11.3kg herbal cannabis with an estimated street value of £70,000. One male was charged in connection.

- A search warrant was executed in Fife. During the search officers discovered a cannabis cultivation of approximately 560 plants with an estimated street value of £453,600. Two males were charged in connection.

In November 2021:

- A warrant was executed in the Glasgow area where officers uncovered 375,000 Etizolam tablets with an estimated street value of between £180,000 and £375,000. One male was charged in connection.
- Officers stopped a vehicle travelling on the A90, where a passenger was found in possession of 1.3kg Cocaine and 213g of Heroin with an estimated street value of £147,320. One male was charged in connection.
- A cannabis cultivation of approximately 1,200 plants with an estimated street value of £660,000 was discovered at an address in Glasgow. Three males were charged in connection.
- Officers executed a warrant in the Lanarkshire area and recovered 958g of cocaine with an approximate street value of £40,000. Two males and a female were charged in connection.

In December 2021

- Officers stopped a vehicle on the A74 Northbound and recovered 10.5kg of herbal cannabis with an estimated street value of £105,000 within the vehicle. Two males were arrested in connection.
- A warrant was executed at an address in Lothians and Borders where officers recovered a firearm and 140,000 Etizolam tablets which have an approximate street value of £150,000. Three males were charged in connection.

- A vehicle was stopped by officers on the A90 where 2.5kg of heroin and a large quantity of tablets were recovered. The approximate street value of drugs recovered is £130,000 and one male was arrested.
- A warrant was executed at an address in the Ayrshire area where 7.5kg of cocaine, 21kg of heroin and 40kg of amphetamine were recovered. The estimated total value of drugs is £940,000. One female and one male were arrested in connection.

Operation ERSO

ERSO is the multi-agency taskforce established by Police Scotland. Under Operation ERSO the Drug Harm Tactical Taskforce leads the national focus to enhance our understanding and examine the harm associated with the illegal consumption of synthetic drugs, particularly benzodiazepines, across Scotland. This allows for continuous improvement in the investigation of Drug Related Deaths (DRDs), to include evidence capture, information sharing and collaboration across the Service to maximise intelligence development and operational opportunities.

Current intelligence provides that there are numerous SOCGs involved in the manufacture, distribution and supply of Benzodiazepines within Scotland. Benzodiazepines being used by the Scotland based groups include Diazepam / Valium, Etizolam and Alprazolam (Xanax). We have also seen a rise in the number of groups manufacturing their own illicit tablets.

Since January 2020 a total of 24 Pill Presses have been recovered in Scotland as a result of operational activity carried out. Examples of disruption activity including Operation ERSO is included in previous section ([see Disruption Activity page 54](#)). The capacity of the machines allow for mass production of illicit tablets. The removal of these machines from operation will undoubtedly have a positive impact on Scotland's communities.

Overall, this quarter has seen the removal of more than 700,000 illicit Benzodiazepines from circulation in Scotland's communities and the recovery of four large scale industrial pill presses. This demonstrates the tangible benefits brought about by the Drug Harm Tactical Taskforce's targeted intelligence led approach.

Serious Crime Prevention Orders (SCPO)

A Serious Crime Prevention Order (SCPO) can prevent involvement in serious crime by imposing various restrictions on a person. This can mean, for example, restricting who they can associate with, restricting their travel or placing an obligation to report their financial affairs to the police.

Since inception in 2017, a total of 71 SCPOs have been granted in Scotland following successful applications. A further 25 SCPO applications have been submitted and are awaiting judicial outcomes. There are now 21 'live' SCPOs in the community. A notable successful application was completed in relation to convicted terrorist Sam Imrie in December 2021.

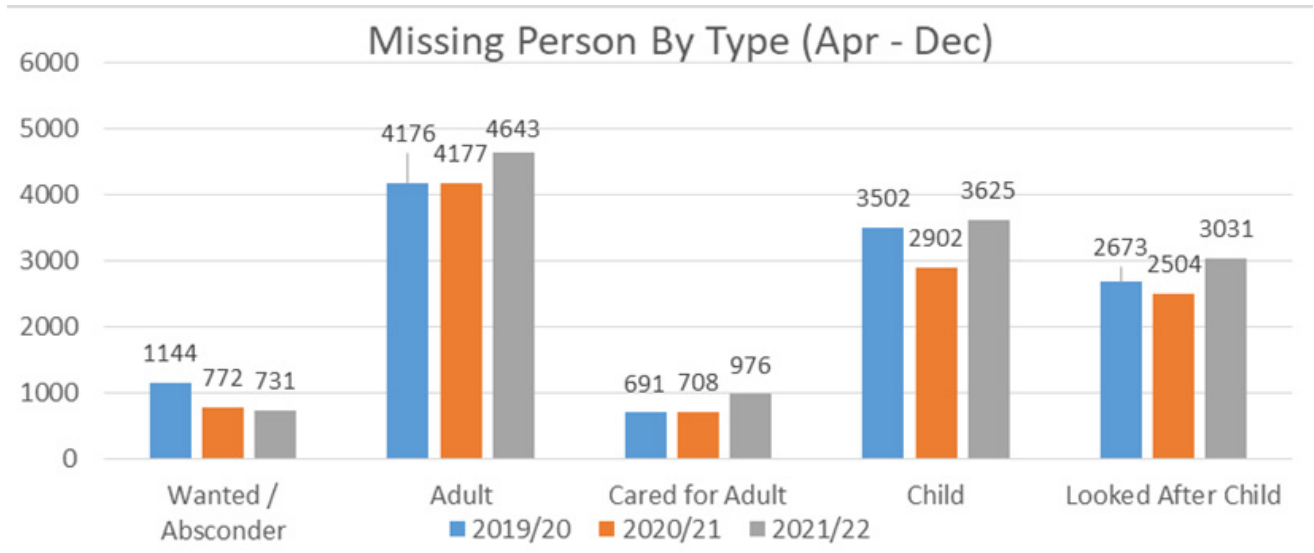
Missing Persons

Missing Persons	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of missing persons investigations	11,063	13,006	+17.6%	n/a	n/a
Number of people who have gone missing previously	2,315	2,361	+2.0%	n/a	n/a
Percentage of people who have gone missing previously	35.2%	30.5%	-4.7% point	n/a	n/a
Average length of time missing (hrs)	16.8	16.9	n/a	n/a	n/a
Total number of missing persons from NHS, YPU and Foster Care	3,728	4,250	+14.0%	n/a	n/a
Percentage of overall missing persons that go missing from NHS, YPU and Foster Care	33.7%	32.7%	-1.0% point	n/a	n/a
Number of concern for persons incidents (code 75)	107,587	111,647	+3.8%	n/a	n/a
Number of missing people incidents (Code 25)	27,750	31,503	+13.5%	n/a	n/a

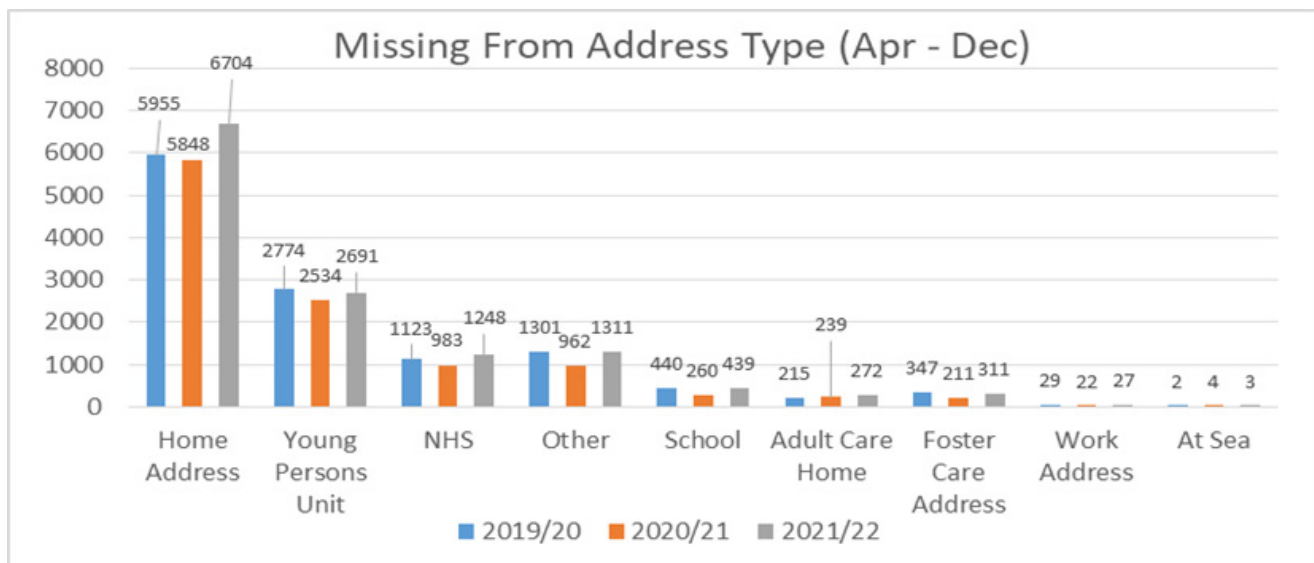
The number of missing persons investigations continues to be significantly higher than the same period last year. As reported and analysed in previous quarters, this correlates strongly with the conditions created by the pandemic. The increase is seen across all types of person with the exception of 'wanted/absconder' which have decreased (this is attributed to a policy change to reflect more accurate recording).

This is true even when compared to 2019/20 (pre COVID-19 restrictions). See following graph for further details.

Missing Person by Type



Missing from Address Type

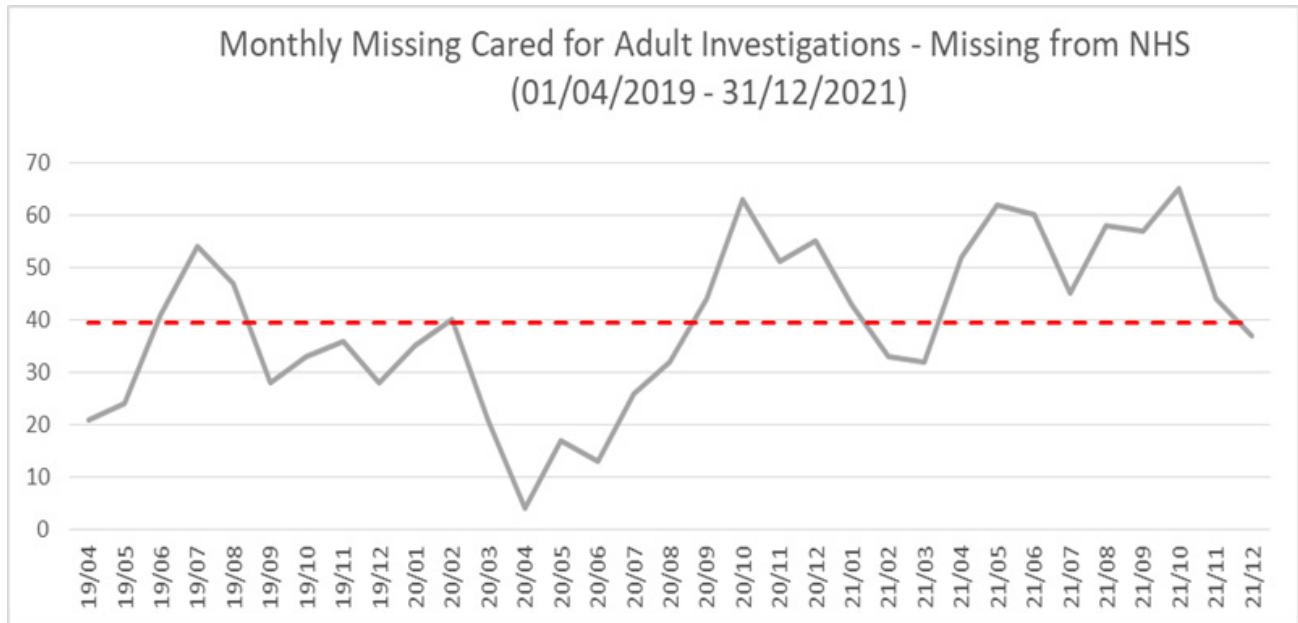


Missing from Address Type	Change from 2019	% Change from 2019
Home Address	+749	+12.6%
Young Persons Unit	-83	-3.0%
NHS	+125	+11.1%
Other	+10	+0.8%
School	-1	-0.2%
Adult Care Home	+57	+26.5%
Foster Care Address	-36	-10.4%
Work Address	-2	-6.9%
At Sea	+1	+50.0%
TOTAL	+820	+6.7%

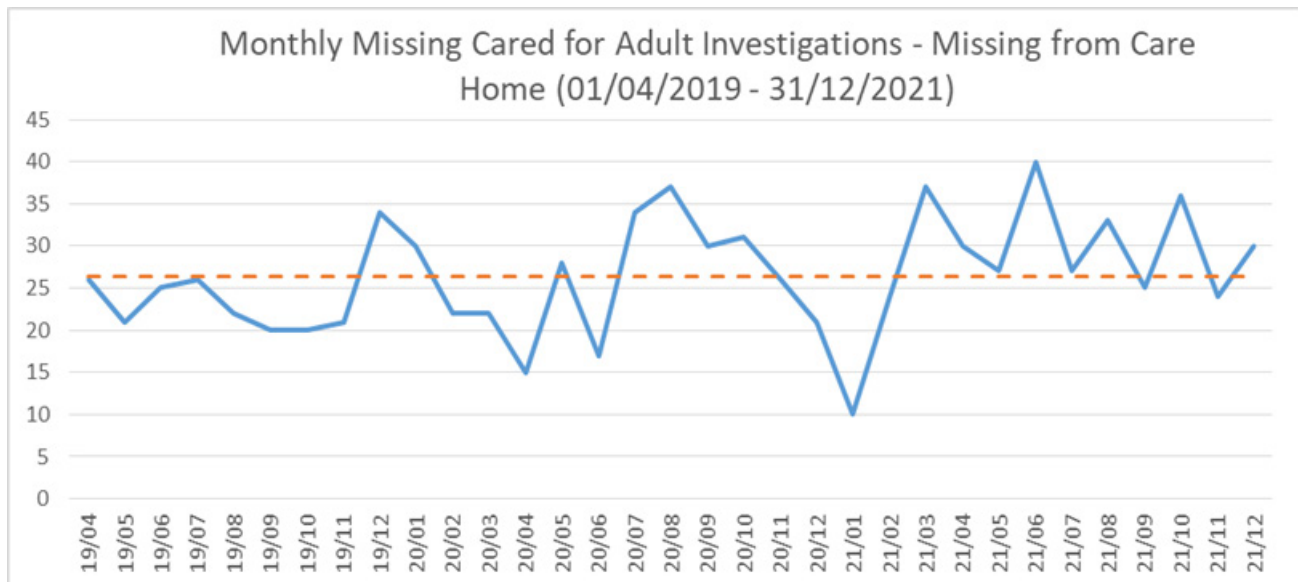
Differences become apparent when comparing where people go missing from. Most people go missing from their home address and this continues to increase from both last year and 2019/20. Numerically the next largest increases are missing from NHS and missing from Adult Care Home. This may be a result of an increase in demand in health care settings due to the COVID-19 pandemic being transferred to the Police.

The following graphs illustrates missing person demand for cared from adults going missing from either NHS address or Care home since April 2019. Since both lockdown periods (20/03 and 21/01) demand has increased significantly above average (red dash). This level of demand stayed consistently above average throughout 2021.

Missing Cared for Adult Investigations - Missing from NHS



Missing Cared for Adult Investigations - Missing from Care Home



It should be noted that there has been a decrease in the number of Looked After and Accommodated Children (LAAC) from Young Persons Units and Foster Care. This would suggest that the work Police Scotland has been doing with Local Authorities, such as the 'Not at home' plans reported on previously, is having an impact on the number of LAAC that go missing from these location types.

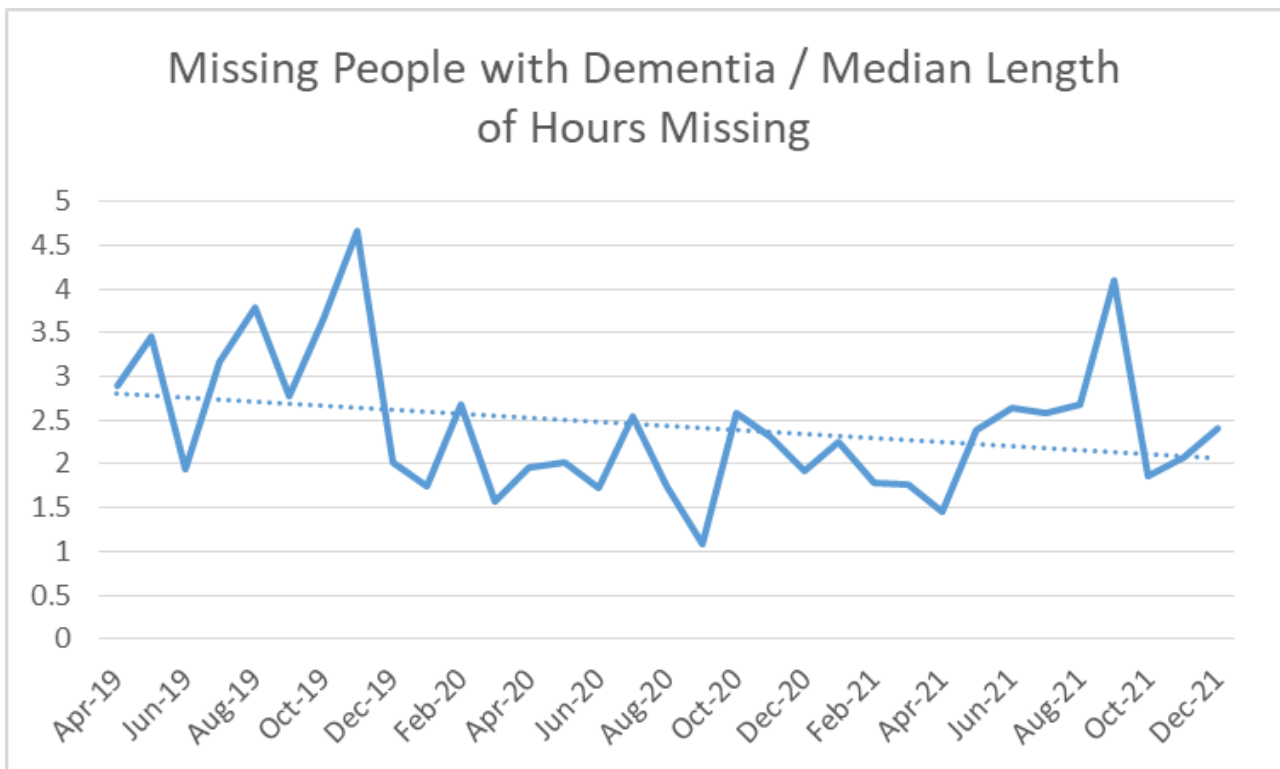
Herbert Protocol – Equality Outcome 3

In September 2021, Police Scotland rolled out the Herbert Protocol nationally. The Herbert Protocol is a well-established initiative already used in parts of Scotland and the wider UK.

The Protocol is a national scheme that encourages carers, family and friends to provide useful information in advance of a vulnerable person with dementia going missing. In the event that a person then goes missing the police can gain access to essential information promptly and subsequently find the individual quicker.

When analysing people with dementia that have gone missing, the median length of time missing has decreased from 4 hours 7 minutes to 2 hours 26 minutes. (Quarter 3 2019 compared to Quarter 3 2021). The overall trend from 2019 is shown as follows.

Missing People with Dementia



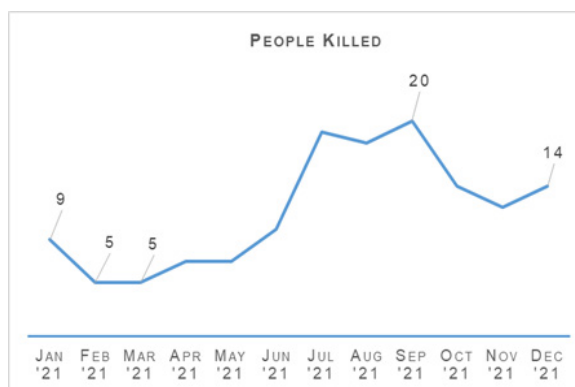
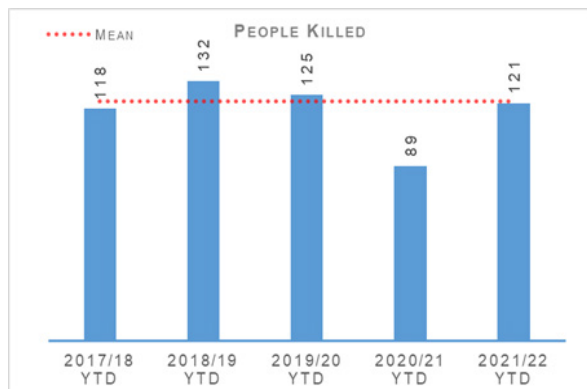
Missing People Charity

Police Scotland continue to work in partnership with the charity Missing People. The charity is delivering a rolling project, in partnership with Scottish Government, to support the implementation of The National Missing Persons Framework in local areas across Scotland. As part of this project, they will be identifying and building on existing good practice and working with partners to identify where further good practice can be developed. Their work includes collaboratively developing current policies and protocols around return discussions, reviewing and improving information sharing, delivering free, tailored training sessions to local professionals working in this field, and sharing best practice and learning around the implementation of The National Framework.

On 02 December 2021, Police Scotland's National Missing Person Unit presented at a Missing People Good Practice Conference attended by many other key partners. The theme of the conference was missing and mental health. This highlighted the good work being done collaboratively to identify good working practices and an awareness of current trends and initiatives.

Road Safety

Road Casualties	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
People Killed	89	121	+36.0%	122	-0.8%
People Seriously Injured	1,125	1,239	+10.1%	1,287	-3.7%
Children (aged <16) Killed	2	5	+150.0%	3.8	+31.6%
Children (aged <16) Seriously Injured	101	112	+10.9%	120	-6.7%



The number of people killed on Scotland's roads is 32 higher than the same period last year, whilst there was an 8.2% increase in the number of serious injuries. This is due to the greatly reduced volume of road traffic in 2020/21 from COVID-19 restrictions (increases in people working from home and remaining in local area to prevent spread of infection).

The decrease in traffic flow during the same period last year resulted in a significantly reduced number of collisions. When compared to the five year mean the number of people killed is one fewer and those seriously injured reduced by 3.7%.

During both the summers of 2020/21 and 2021/22 there was an expected increase in traffic in some areas over the summer months due to the domestic tourism that arose from the reduced opportunities to, or increased cost of, travelling abroad. In response road safety messaging and additional patrols were utilised in areas expected to see increases such as the north of Scotland.

The number of children killed has increased by three compared to the same period last year, whilst the number of children seriously hurt has increased by eight. Of those children killed during this period three have been passengers in motor vehicles involved in collisions.

Transport Scotland have published key road casualties figures showing the progress made against the Road Safety Framework targets that ran from 2010 to 2020. All five targets have been met as per following table:

Scottish Road Safety Targets 2020	Target Reduction	Actual Reduction
People Killed	-40%	-52%
People Seriously Injured*	-55%	-68%
Children (aged <16) Killed	-50%	-76%
Children (aged <16) Seriously Injured*	-65%	-77%
Slight Injury	-10%	-67%

** Please note that due to changes in severity recording the number of seriously and slightly injured people cannot be directly compared to those reported in previous years. Progress against these targets has been calculated on the basis of adjusted figures provided by the Department for Transport*

The new Road Safety Framework with interim targets to 2030, RSF2030, has been published along with the 2021/22 delivery plan. This looks for the following interim reductions in those killed and seriously injured on Scotland's roads from a 2014/18 baseline:

- 50% reduction in people killed
- 50% reduction in people seriously injured
- 60% reduction in children (aged under 16) killed
- 60% reduction in children (aged under 16) seriously injured

The interim reductions are challenging as they should be as we work with our partners toward Vision Zero - no deaths and no serious injuries on Scotland's roads by 2050.

A few key risks have been identified via analysis and we will seek to mitigate these as we move forward:

- The number of cyclists on our roads has increased during the COVID-19 pandemic as people move towards more eco-friendly sustainable modes of transport. As cycling increases we recognise the potential for collisions also increases, with cyclist collisions often resulting in serious injury.

- Motorcycle casualties have remained steady over the past few years, aside from the drop in 2020/21 due to the reduced traffic during COVID-19 restrictions.
- With an ageing population, who remain mobile longer and continue to drive, it is anticipated that there may be an increase in older casualties.

In an effort to mitigate the risks identified and reduce collisions on the road network, Police Scotland have identified a number of key opportunities.

An in-depth fatality study has been commissioned in partnership with Transport Scotland. With a dedicated analyst on the project there is an opportunity to identify learning from previous collisions which will assist Police Scotland and partners to introduce preventative measures to further mitigate road risk across all road users groups.

Acknowledging motorcyclists are a challenging group to engage with, the Scottish Government in partnership with Police Scotland have developed a working group to explore opportunities and develop engagement strategies moving forward.

Police Scotland will also contribute to the new Local Partnership Forums being introduced by Transport Scotland to strengthen the governance and response to local road safety issues.

Driver Engagement North aims to reduce casualties and collisions in the North of Scotland by engaging older drivers and their friends / families in an interactive workshop.

This is a pilot project supported by funding from Transport Scotland's Road Safety Framework Fund and if successful will be extended to other areas throughout Scotland.

The new National Dashcam Safety Portal (NDSP) pilot has also gained funding approval from Transport Scotland. NDSP is intended to optimise the ability for Police Scotland to identify illegal and risky behaviours by drivers and other road users, from video footage submitted by the public, and take appropriate enforcement action where appropriate. The project is a good fit with RSF2030 and Police Scotland's Contact and Engagement Strategy and was approved as a change project by the Demand Management Board. Road Policing will continue to build on development work already undertaken pending ICT resources being made available during April 2022.

The New Driver Early Intervention Scheme (NDEIS) is aimed at 17-25 year olds to influence driver attitudes and behaviours whilst providing a reminder of the responsibilities a driver has for themselves and other road users. The NDEIS has been rolled out nationally. Partners, such as SFRS, have adopted the scheme and deliver it in conjunction with Police Scotland to internal and external groups. Several local authorities have adopted the scheme for delivery to modern apprentice / skills and employability students.

Whilst the focus of reducing those killed and seriously injured on Scotland's roads remains a priority, officers continue to work collaboratively across divisions, targeting those using our roads network for the purpose of criminality.

Road Policing Campaign Updates

Working in conjunction with partners and Corporate Communications, the road safety campaigns calendar and multi-agency days of action continue to be delivered in line with social distancing protocols. As we work through the campaign calendar, data will be collated by National Police Chiefs' Council which will enable benchmarking by the Analysis and Performance Unit.

Operation TUTELAGE – April to Present

Operation TUTELAGE is a national initiative aimed at reducing the number of uninsured drivers on the UK's roads. Police Scotland joined the initiative in April 2021 as part of a six month project. Work remains ongoing at this time and the team is seeking to have this approved as part of regular Police Scotland business.

Operation TUTELAGE centres on identifying uninsured vehicles using ANPR and subsequently writing an 'Insurance Advisory Letter' to the registered keepers to inform them that driving without insurance is an offence. Working on the principle of behavioural compliance, the operation is designed to encourage the majority of compliant individuals to insure their vehicles.

To date Police Scotland has processed 21,993 Vehicle Registration Marks (VRM) and issued 13,018 letters to inform drivers of uninsured vehicles. 72.6% of those issued with a letter comply within 35 days, and 81.4% have complied to date. This process has been well received by the public as it allows insurance to be acquired as opposed to immediate enforcement / seizing of the vehicle.

Currently Operation TUTELAGE is running additional work in identifying vehicles which also have no MOT and excise licence as well as supporting road policing initiatives across Scotland.

Project Edward – 13 to 17 September 2021

Police Scotland actively supported this Europe-wide campaign targeting risk-taking behaviour behind the wheel, now renamed Every Day Without a Road Death in the UK.

As well as the Project Edward vehicle visiting each command area to raise awareness via social media, Road Policing linked with the other emergency services to support the campaign via social and printed media releases. The event made national media (Daily Record) which was supportive and helped raise awareness. A National Safe Speeds day was held across the country on 15 September highlighting this activity as a contributory factor in many serious and fatal collisions.

Vulnerable Road User Campaign – 06 to 19 September 2021

The campaign focussed on vulnerable road users - pedestrians, pedal cyclists and motorists whose behaviour places them at risk.

Officers from Greater Glasgow, Inverclyde and Renfrewshire Road Policing, working in partnership with community safety colleagues and the Good Egg charity, conducted child safety seat checks at two supermarket locations offering, guidance, support and education in respect of the fitting of child safety seats, which was gratefully received by recipients.

Officers within Ayrshire Road Policing focused on urban cyclists in Ayr, engaging, supporting and educating a number of cyclists throughout the week. In addition they detected a number of offences by motorists whose actions could have compromised the safety of pedestrians and cyclists.

Operation Close Pass activity was carried out in a number of divisions across Scotland and attention was given by road policing units to the vicinity of schools to highlight and enforce offences that may compromise the safety of schoolchildren at the start and the conclusion of the school day.

A total of 148 pedestrians and 141 cyclists were stopped and engaged with, along with numerous motorists also stopped as a result of the initiatives.

Motorcycle Safety Campaign – 05 April - 30 September 2021

The annual motorcycle campaign aims to promote safe and responsible driving and motorcycling across the roads network and reduce the number of motorcyclist KSI on our roads.

Over the duration of this year’s campaign a total of 148 periods of activity were carried out by officers from Road Policing Division across the country, resulting in 1,656 motorcyclists being stopped and 582 offences being detected, ranging from speeding to illegal and defective parts and accessories.

Despite the activity and engagement carried out it is apparent, due to the unfortunate number of motorcycle casualties, much work remains to be done.

Brake Road Safety Week / Insurance Campaign – 15 to 21 November 2021

The Brake Road Safety Week was supported primarily on social media due to Operation URRAM abstractions. The concurrent National Insurance Week of Action in partnership with Motor Insurance Bureau resulted in 242 fail to insure offences being detected across Scotland.

Drug Driving

Road Safety Campaign - Impact

Drug driving legislation implemented under section 5A of the Road Traffic Act 1988 continues to prove an excellent road safety tool, with a high number of offences being recorded across the country. Capacity issues remain within Forensics Services, along with a significant backlog in the testing of samples. The SPA funding bid to the Scottish Government has now been approved; this will enable additional contracting of toxicology work. This is welcome news and will allow the laboratory to outsource whilst continuing to work to reduce their backlog. Forensics Services, COPFS and Police Scotland are working collaboratively to improve laboratory testing systems and processes.

Stop and Search

Stop Search	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Stop Search Compliance Rate (%)	99.1%	99.1%	No change

23,701 stop and search incidents have been recorded by Police Scotland this year. This is a decrease of 29.4% compared to the previous year.

All records are reviewed by line managers and thereafter quality control checked by the National Stop and Search Unit to ensure their compliance with the Stop and Search Code of Practice which was introduced in May 2017.

Of the stop and searches submitted this year, 19,383 (87.9%) were deemed compliant and recorded correctly on the stop and search database. A further 2,474 (11.2%) were compliant with the code of practice but required amendment to their details to ensure they were appropriately recorded.

190 (0.9%) records were deemed as not recordable under the code or practice or recorded in error and deleted from the database. Typical reasons for deletion include where a person is searched after being arrested, as a result of a duplicate record or where no physical search of a person has actually taken place.

It should be noted that the total number of records audited for compliance will be lower than the total number of searches raised during the period due to the timescales required to fully review all records.

In addition, 47 searches were carried out by police officers from forces in England and Wales whilst deployed in support of the policing of COP26. All of these searches were deemed compliant with the code of practice albeit 15 required some amendment to the details after initial recording to ensure appropriate recording. Of the 47 searches, 14 (29.8%) were positive.

Strategic Outcome: The needs of local communities are addressed through effective service delivery

Police Scotland's objectives are to:

- Understand our communities and deliver the right mix of services to meet their needs
- Support our communities through a blend of local and national expertise
- Support the changing nature of communities

Call Handling

Call Handling		2020/21 YTD	2021/22 YTD	Change from Previous Year
Total Number of 999 calls		463,396	536,267	+15.7%
Total Number of 101 calls		1,529,655	1,353,370	-11.5%
Average call Answer Time	999 calls	8 seconds	7 seconds	-1 second
	101 calls	2 minutes 37 seconds	3 minutes 17 seconds	+40 seconds
Number of 999/101 calls that do not result in an incident/crime		828,081	749,490	-9.5%
Percentage of 999/101 calls that do not result in an incident/crime		41.5%	39.7%	-1.8% point

The total number of calls to Police Scotland decreased by 103,414 (from 1,993,051 to 1,889,637). This is a decrease of 5.2% compared to last year. As shown in the previous table there has been an increase of 15.7% for 999 calls received, however, the volume of 101 calls received is showing a decrease of 11.5%, both being compared to the same period last year. Of the calls received, 39.7% did not result in an incident or crime being raised. The total number of incidents has decreased by 25,649 (from 1,165,796 to 1,140,147) compared to the same period last year.

The handling of 999 calls remains our highest priority. Between 01 April and 31 December 2021, our service centres managed to maintain an average speed of seven seconds for answering 999 calls, one second less than the same period last year. The average call answer time for 101 calls has increased by 40 seconds compared to the same period last year. This is down 30 seconds from the increase in average call answer time reported during Quarter 2. Having previously been highlighted as a challenge for the division, measures have been put in place to alleviate this and bring the average call answer time down further.

These include implementing changes to the touchtone system to allow calls to be better prioritised and directed. These enhancements also aid performance monitoring and reporting, assisting in identifying issues. In addition to this, C3 continue to undertake work through social and traditional media to highlight the demands on 101 and educate the public on its correct use. A short life working group has also been set up to monitor absence and ensure the proper support is in place for staff and line managers.

The increase in 101 call handling time has been brought about by numerous factors, primarily the introduction of the Contact Assessment Model (CAM) and the impact of COVID-19. Key areas of work continue to be developed including active management of absence, enhancement of options being provided to 101 callers, improved call routing, enhanced website information, pro-active communications messaging, reduction in physical distancing in line with government guidance, and temporary workforce agreements.

Incident Demand

Incident Demand		2020/21 YTD	2021/22 YTD	% Change from Previous Year	
Incident Demand – Total Number of incidents raised		1,165,796	1,140,147	-2.2%	
Number of incidents by response type *	Immediate	153,600	132,688	-13.3%	
	Prompt	522,924	491,301	-6.0%	
	Standard	Local Policing Appointment (LPA)	41,986	63,654	+51.6%
		Direct Crime Recording (DCR)	37,922	57,098	+50.6%
		Resolution Team (RT) Involvement	19,661	19,787	+0.6%
Other Resolution	321,269	344,090	+7.1%		
Incident Demand - % of incidents which lead to a crime		25.9%	26.5%	+0.6% point	
Incident Demand - % of incidents requiring police response		97.0%	97.0%	No change	
Partner Demand – Total number of external force request incidents		1,847	2,158	+16.8%	

Note: A small percentage of incidents are still being categorised under the old grading and are therefore not included in the above figures.

During the reporting period 140,539 standard incidents were recorded in total, this is up 41.1% (40,970 more incidents) from the same period last year. The new process, involving the allocation of LPA, DCR and RT involvement to standard incidents, has now been fully integrated into daily business, leading to this increase. During the reporting period the most common crime types recorded for standard incidents are theft, road traffic collisions, assist member of the public and damage.

Looking at incident demand for the reporting period compared to the previous year, the percentage of incidents which lead to a crime report being raised and that require police attendance are consistent. Due to the process changes a comparison against the five year mean is not available. Demand from partners, for external force request incidents, has risen 16.8% (311 more incidents) compared to the same period last year.

C3 Division Demand

In addition to the call numbers there have been over 200,000 additional public contacts dealt with by Contact, Command and Control (C3) Division during the reporting period. C3 Division does not only deal with incoming calls from the public. Service advisors also deal with incoming calls from other partner agencies and alarm calls. There have been over 84,000 of these types of calls for this reporting period, including an increase of 10.3% (5,567 more calls) in Emergency Service Partner calls. Emergency Service Partner calls are received via dedicated numbers from Scottish Fire and Rescue, Scottish Ambulance Service, Mountain Rescue, Coast Guard, Mental Health Pathway (NHS 24), OmniCrash and Oil Industry Agency. The reason for such calls vary and each are dealt with by a service advisor in the most appropriate manner.

“Contact Us” emails and online reports, for some crime types, can be completed online. Each one of these reports is assessed by a service advisor using the Threat Harm Risk Investigation Vulnerability and Engagement (THRIVE) model. The service advisors then also have to take into account COVID-19 restriction considerations, to decide what resolution is required for each report. Over 97,000 “Contact Us” emails and 9,900 online reports have been submitted since 01 April 2021.

In December 2020 the section on the website to report possible COVID-19 restriction breaches online went live. During this reporting period, there were 9,935 online forms completed reporting restriction breaches, adding to the demand on the service centre. These are assessed by a service advisor in the same way as normal online reports.

Overall, additional public contacts rose 18.3% from 2020/21.

Modernised Contact and Engagement

The Modernised Contact and Engagement (MCE) Programme has now been established to support delivery of the Public Contact and Engagement Strategy.

ICT projects within this Programme include the delivery of the National Integrated Communications Control System (NICCS) and the replacement for the Police Scotland telephony system, namely the Unified Communications Client Platform project (UCCP). The delivery time line for NICCS will commence in early 2022, while the Full Business Case (FBC) for UCCP has now been approved, with anticipated delivery of modules throughout 2022-2023.

The MCE Programme also includes a test of change for the public to report minor crimes through the Police Scotland website and work is ongoing to redesign and develop the website to act as a portal for multiple channels of communication and engagement. In addition, plans are being developed to scope enhancing how Police Scotland utilises and monitors social media, with the intention of developing new ways of working in C3 Division to support interactive engagement with the public through these channels.

The Contact, Engagement and Resolution Project (CERP), also part of the MCE Programme, had its business case approved in December 2021 and work is ongoing to recruit officers for the project. This project will focus on enhancing what was delivered by the Contact Assessment Model in the post Pandemic environment to improve service to the public and includes the Mental Health Pathway (MHP).

Mental Health Pathway

The MHP work continues and at this time NHS 24 have successfully recruited five out of the planned six Mental Health Nurse Practitioners to work in C3 Division, with work ongoing to finalise the associated recruiting and vetting processes in order to allow a 'go live' date to be confirmed. Pressures on both organisation from the pandemic, as well as demand on the required skill set within the NHS, have impacted on 'go live'.

Complaints

C3 Complaint Allegations	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Complaint Allegations received relative to C3 – on duty	200	172	-14.0%
Complaint Allegations received relative to C3 – Quality of Service	118	146	+23.7%
Total Allegations closed - relative to C3	305	309	+1.3%
Percentage of total Allegations closed which were upheld – relative to C3	14.4%	5.8%	-8.6% point

Complaints against C3 Division have decreased by 6.7% in the year-to-date, with a total of 237 received during this period. Decreases are visible in the North (-48.9%, 24 cases in total) and West (-6.2%, 122 cases in total). However, the East registered an 18.2% increase, with 91 complaint cases in total YTD.

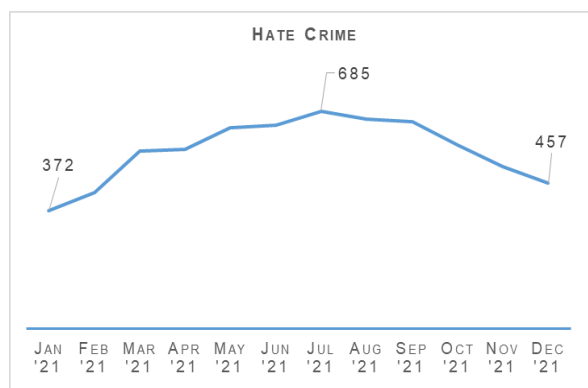
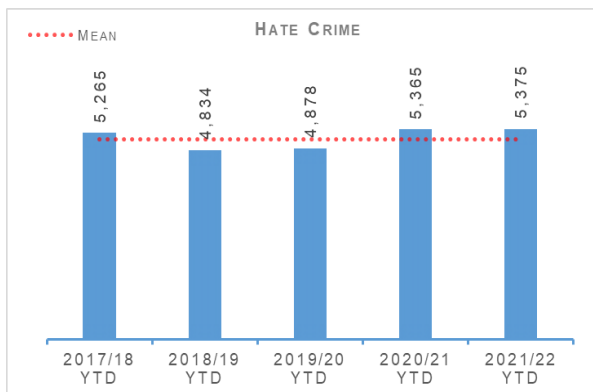
Incivility continues to be the most common allegation type, with 122 received during the year-to-date. This accounts for 38.4% of all allegations received within this period. Furthermore, the volume of incivility allegations YTD represents a 1.7% increase from the comparable period in 2020/21, accounting for two additional allegations.

Consistent with the corresponding decrease in complaint cases, decreases are visible across almost all allegation categories. One notable exception was a 95.6% increase in Quality of Service – Service Delivery, with 88 allegations received YTD. It is assessed that this increase is primarily attributable to dissatisfaction over waiting times when members of the public have contacted 101. However, the volume of relevant allegations have since stabilised during Quarter 3.

In total, 62.0% of complaint cases received year-to-date for C3 Division were Frontline Resolved by the PSD National Complaints and Resolution Unit (NCARU). This rate increases to 68.4% when early and subsequent resolution by PSD or Specialist officers are included. These figures demonstrate that most complaints against C3 Division during this period have been non-criminal and non-serious in nature, with a majority resolved through simple explanation, apology or assurance.

Hate Crime – Equality Outcome 1

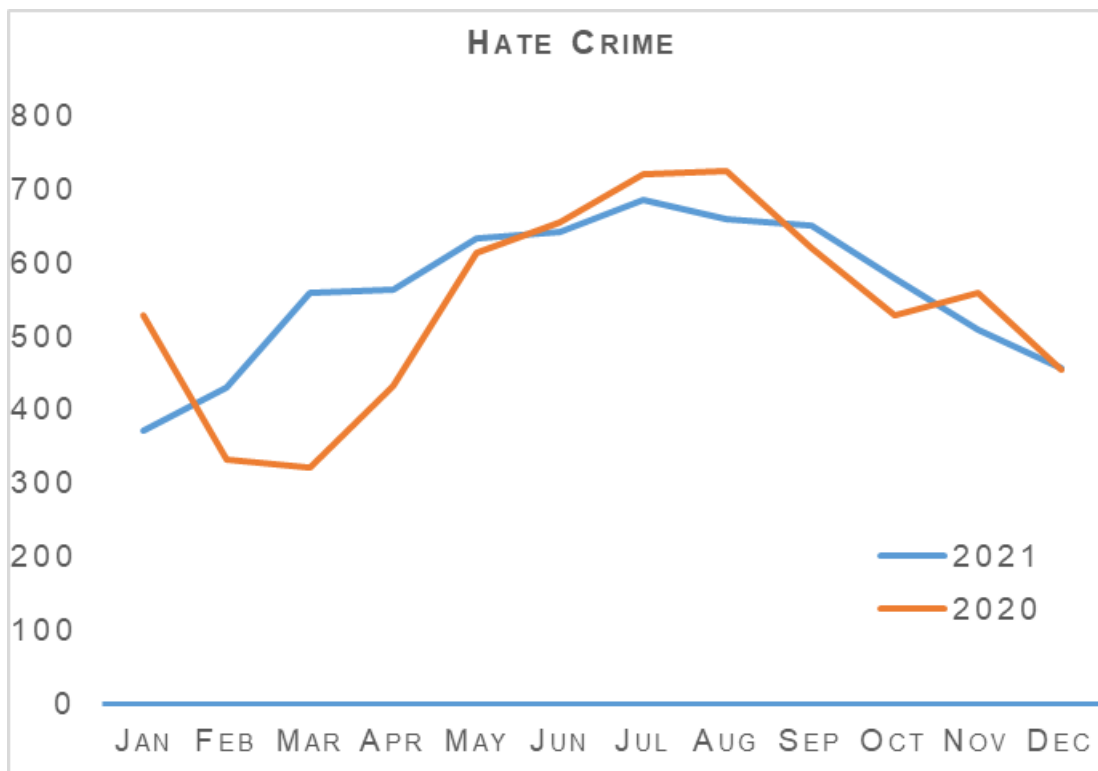
Hate Crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Hate Crime - number of incidents	5,581	5,908	+5.9%	5,085.2	+16.2%
Hate Crime - number of crimes	5,365	5,375	+0.2%	5,096.0	+5.5%
Hate Crime - detection rate	69.8%	63.7%	-6.1% point	69.6%	-5.9% point



The number of hate incidents has increased by 5.9% (327 more) and the number of crimes by 0.2% (10 more) compared to the previous year to date. The month of July 2021 saw the highest number of hate crimes recorded in the past 12 months.

The following graph compares the monthly trends over the past two years. January to April illustrates the stark differences in hate crime due to different restrictions at the time. Where the restrictions are more comparable (June to December) the trend is more similar.

Hate Crime Comparison 2021/2020



Aggravator	2020/21	2021/22	% increase	% of Total Hate Crimes (2021/22)
Race	3,287	3,167	-3.7%	58.9%
Religion	321	280	-12.8%	5.2%
Race & Religion	61	45	-26.2%	0.8%
Multiple aggravators including Race & Religion	156	179	+14.7%	3.3%
Disability	260	313	+20.4%	5.8%
Sexual Orientation	1,162	1,215	+4.6%	22.6%
Transgender	65	118	+81.5%	2.2%
Multiple aggravators excluding Race & Religion	53	58	+9.4%	1.1%
Total	5,365	5,375	+0.2%	100.0%

Hate crimes with disability, transgender and sexual orientation aggravators have all increased significantly in comparison with last year and increased in comparison to the five year average and in fact have increased almost year-on-year over the last five year period. Although data sets for disability and transgender aggravated hate crimes are small, it represents a sustained national trend of increased hate crime. The precise reasons for this trend are unclear, but all three categories have seen increased political and media coverage and the COVID-19 pandemic is associated with a rise in disability hate crimes relating to mask wearing exemptions.

By contrast the figures for race and religious crimes are lower than last year and lower than the five year average.

Your Safety Matters (YSM)

YSM Hate Crime Sub-Group have been tasked with developing a method of recording support provided to officers who have been the subject of hate crime. This will allow line managers to input conversations and support offered to officers to ensure that welfare provision is being recorded. Please see Your Safety Matters section on [page 102](#) for further details.

HMICS Thematic Inspection

Police Scotland's Hate Crime Improvement plan was presented to the SPA Policing Performance Committee (PPC) on 09 December 2021.

A tactical group has been established to progress the numerous actions contained within the improvement plan and met in December 2021, with meetings scheduled monthly on an ongoing basis. The strategic group are scheduled to meet in mid-February and will consider any recommendations from the tactical group.

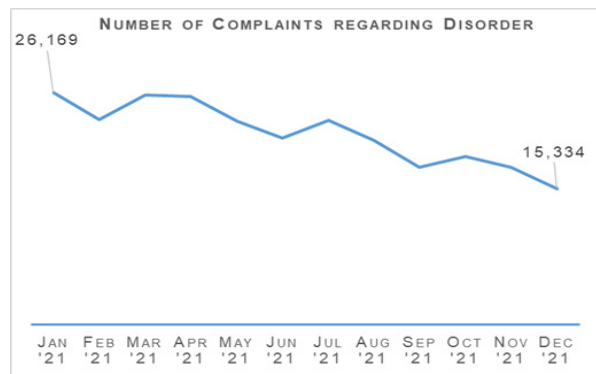
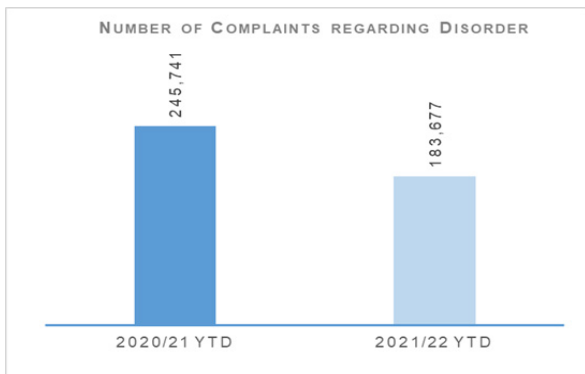
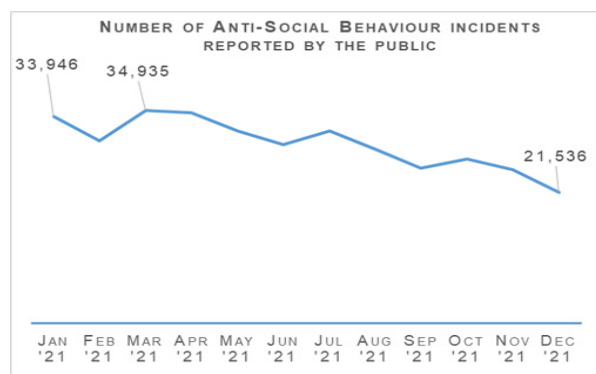
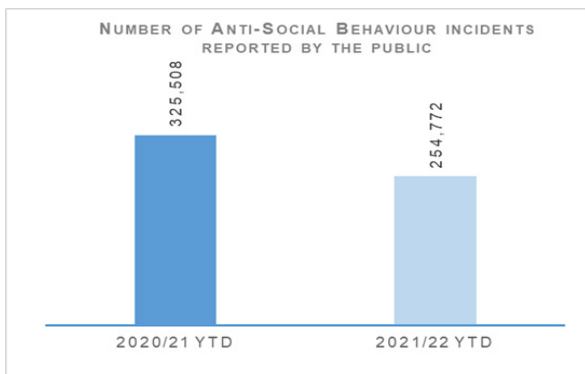
Progress towards the recommendations is outlined as follows but has been somewhat interrupted by reallocation of staff to assist with frontline duties as per Operation TALLA requirements.

HMICS Recommendation	Update
R02 National Policy and Local Delivery Coordination	<p>A Short Life Working Group (SLWG) has been established to examine where hate crime fits into the operating model post COS (Core Operational Solutions) implementation. This will aim to ensure that accurate hate crime stats are extracted from COS without the duplication errors presently seen when taking figures from iVPD. This will also prevent the need to record victims on iVPD for statistical purposes.</p> <p>Governance structures for hate crime from the 13 local policing divisions have been reviewed with a variety of practices identified. C3 resolution teams also deal with a number of hate crimes / incidents and have a separate structure. A SLWG has been established to create a consistent governance structure across local policing which integrates with C3 to ensure consistent demarcation of responsibilities and ownership.</p>
R04 SPA Scrutiny Improvements	Regular updates on the hate crime improvement plan will be provided at quarterly SPA PPCs.

HMICS Recommendation	Update
R05 Partnership Relationships and Knowledge Sharing	<p>There is a regular forum between Partnership, Prevention and Community Wellbeing Equality and Diversity (PPCW E&D) department and representatives from each of the 13 local policing divisions. This monthly forum commenced in April and has discussed a number of issues including: governance processes, updates on the Hate Crime Improvement Plan, information sharing, crime trends, local issues and best practice.</p> <p>HMICS comment in relation to being more proactive with data sharing has been noted with hate crime statistics recently shared between G Division and partnership group; 'Glasgow Hate Crime Working Group' as a test case. This data is being used to compare against their own hate crime data and to better inform council and police on where to target their services. A SLWG has been established to increase the detail of data being shared, expand it to all divisions whilst ensuring that appropriate information sharing and data protection protocols are upheld.</p>
R09 Intelligence Log Submission Guidance	<p>In May 2021 the National Intelligence Bureau circulated a National Bulletin. This was created to provide clear guidance and encouragement to officers in relation to the submission of intelligence regarding hate crime and hate related incidents. Since the intelligence bulletin was circulated there has been a 57% increase in the number of intelligence logs related to hate crime / incidents across Scotland compared with the previous five months.</p> <p>In September 2021 this bulletin was re-circulated to all divisions for inclusion in their daily briefings to ensure that it remains at the forefront of officer's minds.</p>

Antisocial Behaviour and Disorder

Antisocial Behaviour and Disorder	2020/21 YTD	2021/22 YTD	% Change from Previous Year	3 Year Mean	% Change from 3 Year Mean
Number of antisocial behaviour incidents reported by the public	325,508	254,772	-21.7%	n/a	n/a
Number of complaints regarding disorder	245,741	183,677	-25.3%	n/a	n/a

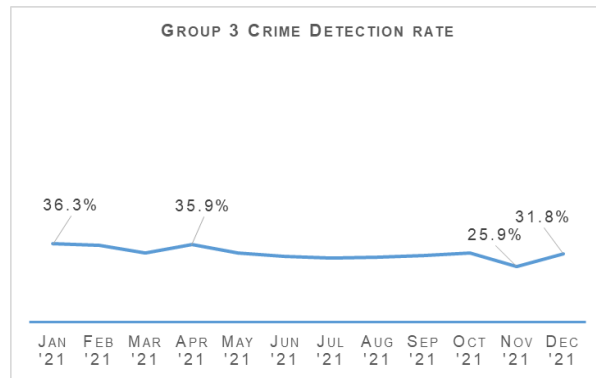
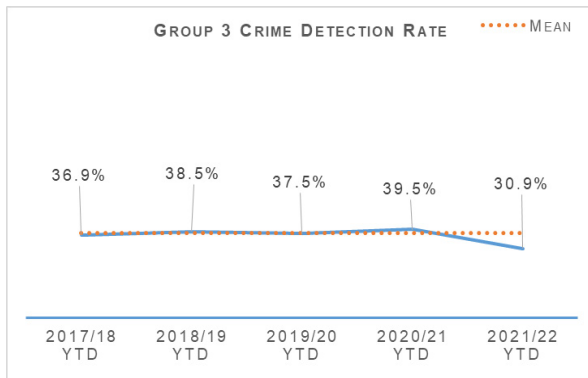
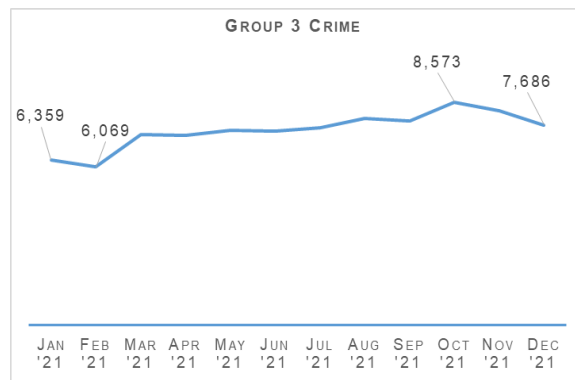
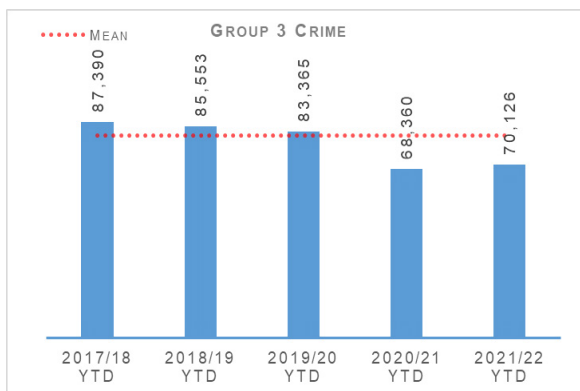


Antisocial behaviour incidents and complaints regarding disorder continued to decrease throughout the year and is now closer to usual levels following their peak during the initial times of restriction associated with COVID-19.

Fewer restrictions over the course of 2021/22 has resulted in fewer Public Nuisance calls linked to non-compliance with restrictions which was seen at high volumes in 2020/21.

Acquisitive Crime

Group 3 Crime	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	68,360	70,126	+2.6%	81,916.2	-14.4%
Number of detections	27,016	21,695	-19.7%	30,891.0	-29.8%
Detection rate	39.5%	30.9%	-8.6% point	37.7%	-6.8% point



Acquisitive crime has increased slightly when compared to last year but is still largely down on the five year mean. Between April 2021 and December 2021 there have been 1,766 more crimes compared to the same period the previous year, and 11,790 less than the five year mean. Excluding fraud, which has risen by 2,591 crimes, common theft and shoplifting crimes have continued to be the main contributors to this increase from the previous year, with common theft increasing by 1,892 crimes and shoplifting by 746 crimes. Despite the overall increase, the majority of acquisitive crime areas have continued to fall compared to the same period last year. Overall housebreakings have reduced by 16.4% (1,260 crimes), motor vehicle crime by 6.2% (519 crimes) and pedal cycle theft by 21.1% (964 crimes).

There have been 5,321 fewer detections detected between April 2021 and December 2021 compared to the same period last year. The detection rate for Group 3 crimes has decreased by 8.6 percentage points due to the drop in detections and the rise in recorded crime. COVID-19 has continued to affect operational and forensic resources over the period. With positive cases, self-isolation rules and social distancing restrictions allowing fewer staff in the workplace, this has resulted in unpreventable delays and backlogs in investigations.

Shoplifting

Throughout the year, shoplifting crimes have gradually risen after the decrease seen during lockdown last year. Between April and December 2021 there has been 16,816 crimes, 4.6% (746 crimes) higher than the same period last year. This increase is expected to continue as shoplifting crimes remain 23.6% lower than the five year mean.

Detections over the period have decreased from 10,859 to 9,371 compared to the same period last year. Detecting shoplifting crimes has been far more difficult due to offenders wearing face masks and being much harder to identify through standard methods such as CCTV. This has had an impact in the detection rate. The rate is 11.8 percentage points lower than the same period last year and 12.3 percentage points lower than the five year mean.

Housebreaking

Housebreaking has experienced a significant decrease of 16.4% (1,260 fewer crimes) with COVID-19 continuing to impact these throughout Quarter 3. Over the period there have been 6,444 housebreaking crimes.

This decrease means housebreaking is now 37.2% lower than the five year mean of 10,256.2 crimes and remains at its lowest level in the last five years.

The main decrease can be seen in non-dwelling domestic housebreakings decreasing from 2,010 to 1,247. Commercial housebreakings have also experienced a decrease, with 1,737 crimes between April and December 2021, compared to 2,221 crimes over the same period last year. Last year commercial properties were targeted during lockdown as many were closed and largely unattended for long periods of time.

A slight decrease can be seen in domestic housebreakings, with 3,460 crimes between April and December 2021, compared to 3,473 crimes last year and the five year mean of 5,013.2 crimes. The continued reduction in housebreakings over the last year can be attributed to the COVID-19 restrictions that have been in place. With large numbers of the population staying at home and the shift to home-working this has meant neighbourhoods have been better guarded, making housebreaking less attractive to criminals.

Vehicle Crime

Between April and December 2021 there has been 7,900 crimes, 6.2% (519 crimes) less than the same period last year. This decrease has been due to reductions in theft from a motor vehicle (276 fewer crimes) and opening lockfast place – motor vehicle (224 fewer crimes).

Detections over the period have decreased from 3,195 to 2,326 compared to the same period last year. The detection rate is now 8.5 percentage points lower than the same period last year but remains 2.5 percentage points above the five year mean.

Rural Crime

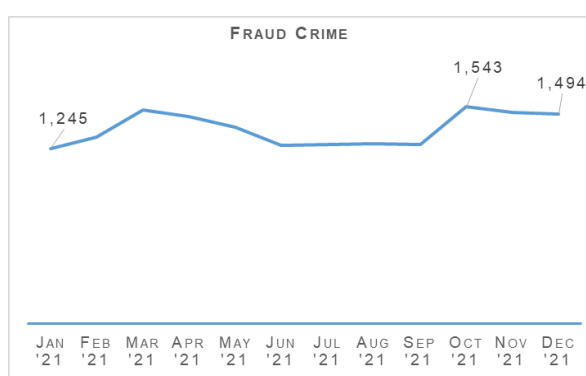
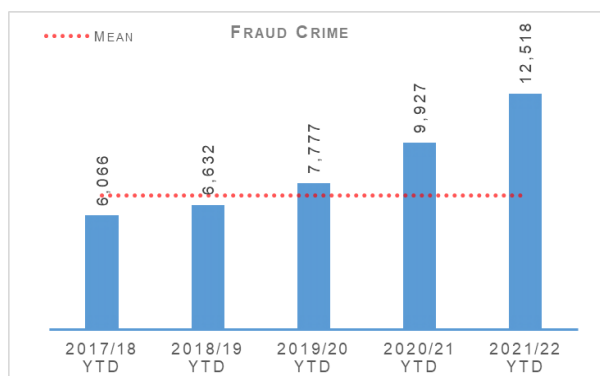
The number of rural offences recorded has increase from 400 to 541 compared to the same period last year. The total cost of rural crime for April to December 2021 totalled £3,950,931 with a total of £979,322 recovered, the majority of which relates to stolen agricultural machinery and quads. This compares to a total reported rural crime figure of £2,489,390 and a total of £615,900 recovered over the same period last year. This increase highlights the continued criminal interest in more expensive and sophisticated machinery within rural locations.

To further support prevention work of the Scottish Partnership Against Rural Crime (SPARC) coupled with acknowledging theft of agricultural and forestry equipment &

machinery, plant and quads consistently accounts for the greatest number of crimes and financial value each month across Scotland. Money was secured by NFU Mutual that enabled the National Rural and Acquisitive Crime Unit to purchase a number of SelectaDNA "Rural" kits which contain a variety of stickers, bottle of SelectaDNA microdots, 50 tamper proof labels and lifetime registration on the Secure Asset Register. The company have also added the SPARC logo to signage and over the coming months, the intention will be to liaise with key partners and divisional policing in areas most targeted to host events at which the kits can be distributed. The event was held in Portsoy, Aberdeenshire on 01 December 2021.

Fraud

Fraud	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of crimes	9,927	12,518	+26.1%	7,146.4	+75.2%
Number of detections	2,697	1,991	-26.2%	2,463.0	-19.2%
Detection rate	27.2%	15.9%	-11.3% point	34.5%	-18.6% point



Fraud crimes have continued to rise, increasing 26.1% compared to the same period last year and 75.2% from the five year mean. The UK public is now more likely to experience fraud than any other crime type. Its widespread nature is partly due to being cyber-enabled, which lowers the cost of entry for criminals and puts more individuals at risk. The scale of cyber fraud continues to increase at a pace and affects the UK public and businesses, both large and small, undermining the benign functioning of a modern digital society.

This increase and use of digital devices provides challenges both in terms of investigation and in the provision of mitigations and awareness raising so that potential victims of frauds are more adept at identifying suspicious sites or activities and reporting them to authorities.

The continued restrictions and limitations brought about through the COVID-19 pandemic have exacerbated long-term increases of cyber-enabled crime as individuals and companies become increasingly technology-dependant in our work and social lives.

The many advantages of a fully cyber-enabled public and workforce has been evident throughout the current pandemic, with a significant increase in working from home and flexible working practices through to online shopping and investment activity. However, it has also provided increased opportunity for fraudulent activity and has highlighted the many challenges facing law enforcement. One significant aspect being the jurisdictional challenges that arise and investigative/disruptive opportunities when victims of frauds live in Scotland but the perpetrators

of fraud reside within other jurisdictions of the UK and often beyond the borders of the UK. This has reiterated the need for a cohesive and multi-faceted approach and sharing of learning and trends to combat this increasing crime type.

As criminals grow ever more sophisticated, investigating those responsible requires an equally sophisticated whole-system approach. Police Scotland continues working with partners across law enforcement and the private sector with the aim of disrupting the activities of these criminals and protecting the public from falling victim in the first instance. Police Scotland have established partnerships across the cyber ecosystem, including being a key partner in Cyber Scotland Partnership, with a focus on reaching public, private, third sector, learning and skills development, promoting cyber security and online safety.

Significant work is ongoing to implement the Police Scotland Cyber Strategy (2020), with the related programme working towards the creation of a Strategic Outline Case, proposed Target Operating Model, fully costed multi-year Implementation Plan and delivery of related business cases and benefits. This includes the development of a cyber-harm prevention focussed approach, supported by strengthened partnerships at local, national and international levels.

Work is also ongoing to develop training for staff across the organisation in recognising and responding effectively to the changing nature of cybercrime and to ensuring that our delivery of the strategy maintains a rights based approach through active public and partner engagement.

Whilst the development of strategic solutions continues, there has been significant resource investment within Digital Forensics, in recognition of the increasing demand and risk within this area. Approximately £370k has been spent on the implementation of a new Digital Forensics Case Management System that also underpins our ongoing ambition to achieve ISO 17025 accreditation within Digital Forensic laboratories.

Public awareness also plays a huge part in ensuring that people can quickly identify when they may be subject to a fraud and how to report it to the appropriate enforcement agency. This allows enforcement bodies to track the fraud landscape, understand fraud trends and ensure appropriate enforcement and informative messaging is made available to limit the number of victims of fraud. Under reporting in this area spans all aspects of our communities from vulnerable citizens through to multinational companies. The reasons for such under reporting ranges from embarrassment to commercial implications and the need to protect organisational reputations.

Police Scotland continues to support awareness raising campaigns through all of our social media channels. During January 2022, Police Scotland will support the UK national 'Take Five for Fraud' campaign to highlight to the public the current methods being used by criminals in their attempts to fraudulently obtain money and how people can identify a potential fraud and how they can report their suspicions. In a recent case, suspicious activity identified through banking activity reports shared with police highlighted monies being targeted by criminals through a particular

bank. Liaison with the bank allowed the bank to be alerted to the activity and to take preventative action through alerting customers via their website and mobile banking application advising them of the activity and how to keep their money safe.

Understanding the challenges facing law enforcement and our partners, Police Scotland have initiated a Fraud Strategic Governance Group. This group, involving police, partners (including third sector) and the Scottish Government has been set up to understand and direct activity at a strategic level to combat the threats posed by the increases in fraud. The group will look to provide a coordinated public awareness raising initiative to prevent fraud from being committed and also ensure appropriate governance around a consistent and joined up strategy across agencies and organisations is undertaken.

This group will also feed into the National (UK) Economic Crime Board for fraud and Project PLUTUS which looks at maximising opportunities to investigative and combat money laundering across the UK and internationally. Engagement in these groups ensure that learning, fraud patterns and trends and evolving investigative techniques to quickly identify crimes at an early juncture are maximised and shared so that appropriate executive action can be undertaken at a UK and/or international level.

In addition to this, Police Scotland actively participate in the new Strategy Partnership Delivery Group and sub-groups of the Scams Prevention Strategy Partnership and Advisory Group, led by Scottish Government.

The purpose of the group is to review how best to streamline the citizen’s journey for the reporting of scams and access to advice and enforcement action.

The longer term views of the group is to understand the benefits/possibilities of a singular reporting mechanism for all scams/fraud crimes. The work of this group feeds into the new Fraud Strategic Governance Group, complementing and informing that work.

In relation to serious and organised criminality in the fraud space, the Economic Crime and Financial Investigation Unit (ECFIU) is part of Specialist Crime Division (SCD) and is managed by the Head of the Organised Crime and Counter Terrorism Unit (OCCTU). To counter those involved in serious and organised financial crime the ECFIU have geographically spread teams which target five distinct areas. At present, the ECFIU have a total of 137 live investigations overseeing activity in excess of £170 million of value.

The Banking Protocol

The Banking Protocol is a multi-agency initiative between law enforcement, banking institutions and Trading Standards. It aims to identify vulnerable victims who are in the process of being defrauded

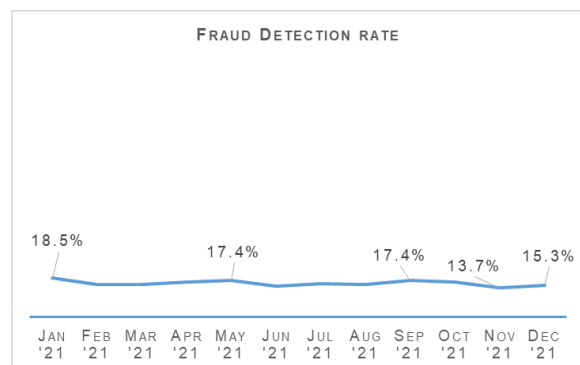
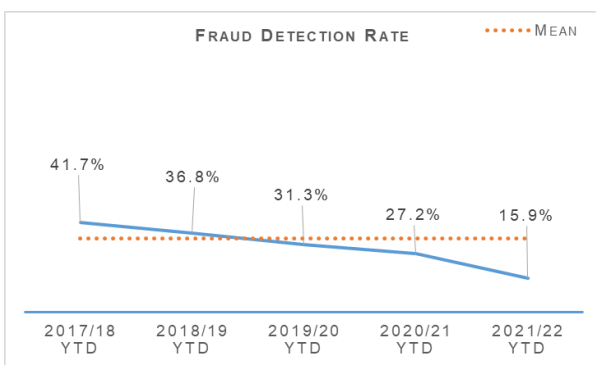
of funds from their bank accounts by unscrupulous criminals and to intervene to prevent these crimes. If staff suspect customers are being coerced or the transaction is as a result of fraud, the transaction is stopped and the Police are contacted. The Protocol is designed to provide a standardised method for how these concerns are dealt with and reported to police and to stop multiple victimisation.

During Quarters 1 and 2, the Banking protocol recorded 524 incidents accounting for circa £2.83 million pounds worth of fraud being prevented.

The Quarter 3 figures are still being collated and analysed however interim figures suggest that Quarter 3 will show an increase in the number of incidents reported by the banks and monies protected from being taken as part of fraud. It should always be noted that recorded Banking Protocol incidents are attempts at fraud and as such each of these incidents is a fraud prevented.

Whilst the higher numbers continue and can cause concern it is encouraging to note that banking staff and front line officers are continuing to promote the aims of the Banking Protocol to protect people from becoming victims of crime.

Detection Rates



The fraud detection rate currently stands at 15.9%, down 11.3 percentage points on last year and 18.6 percentage points on the five year mean. This decrease has been driven by both recorded frauds increasing and detections falling. Between April and December 2021, 1,991 frauds were detected, which is 26.2% (706) less than the same period last year and 19.2% (472) less than the five year mean. As reported in previous quarters, this is an issue seen across UK forces and the wider policing world, due to how quickly the cyber-enabled element of fraud is evolving and the complexities these cases often involve.

Serious Organised Crime Groups (SOCGs)

Serious Organised Crime Group Mapping (SOCGM) is a tool used by law enforcement in Scotland to map the characteristics of the individuals and groups that are known through intelligence and operational activity. The following figures are reflective of the SOCGM picture in Scotland as at 2021/22 Quarter 3.

There are 96 known Serious Organised Crime Groups (SOCGs) comprising of 1,935 individuals being investigated by police and partners in Scotland. This quarter has experienced a reduction in the number of groups by 9% and the number of individuals by 4%.

The greatest prevalence of Police Scotland SOCGs remains in the west of Scotland: 59% of groups are located in the west, 21% in the north of Scotland and 20% in the east.

Four organisations have submitted SOCGs to SOCGM during the quarter. At 2021/22 Quarter 3, 83% of SOCGs are being investigated by Police Scotland (n=80), 7.5% (n=7) by Her Majesty's Revenue and Customs (HMRC), 7.5% (n=7) by Home Office Immigration Enforcement (HOIE) and 2% (n=2) Trading Standards Scotland (TSS). There was no submission from the National Wildlife Crime Unit (NWCU) and British Transport Police (BTP) during 2021/22 Quarter 3. Increased contribution to SOCGM by law enforcement partners is likely to result in the identification of emerging crime types and of existing crime operating in new ways and in new places. Complex and long running investigations will require ongoing collaboration with partners and law enforcement to provide a well-informed response to the threat.

There was one Serious Organised Crime Group Management Board (SOCGMB) meeting during 2021/22 Quarter 3 at which point five new groups were agreed and twenty groups archived. Two of the new groups agreed at the meeting are involved in drugs, two involved in money laundering and one involved in human trafficking. Eighteen of the 20 archived groups were involved in drugs. One group was involved in human trafficking and another involved in pill presses and mixing agents. Thirteen of the archived groups were investigated by local policing and seven by Specialist Crime Division (SCD).

SOCGs are involved in a diverse and wide range of known and emerging criminality. During 2021/22 Quarter 3, SOCGs operating in Scotland have directed, facilitated and undertaken human trafficking; prostitution; organised immigration crime; the storage and supply of firearms; the distribution, importation, manufacture, supply and transportation of drugs; violence; extortion; acquisitive crime including theft of motor vehicles; cybercrime, environmental crime including wildlife crime, illegal waste activity and illicit dog/puppy trade; counterfeit goods; money laundering; money lending and fraud including social engineering, bogus workmen and COVID-19.

The most common criminality undertaken by mapped SOCGs continues to be drugs; money laundering and violence. Drug trafficking remains a high volume threat with 76% of SOCGs in Scotland involved. Comparison of 2021/22 Quarter 3 to the previous quarter shows an increase in the number of groups in the following crime categories: money laundering, fraud, firearms and explosives and cybercrime. The crime categories showing a reduction in the number of groups include drugs, violence, other facilitation, human trafficking, theft, immigration crime, counterfeiting/forgery, extortion and reset.

Mechanism	Amount
Proceeds of Crime Act (POCA) (year to date figures for POCA represent those provided to COPFS & CRU for consideration of confiscation & forfeiture)	£22,821,210.66
Confiscations Orders	£3,924,976.50
Civil Recoveries Unit	£1,949,420.65

Police Custody

Criminal Justice

Criminal Justice	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Volume of cases submitted into Criminal Justice System	109,839	97,609	-11.1%

The volume of cases submitted during this period is down on previous years although it is not clear at this stage whether this represents a reliable trend given unusual circumstances experienced during 2020/21 due to COVID-19. Although down 11.1% from last year the reduction is less when compared with the same period in 2019/20 (-8.6%) and so further analysis will be required of longer term trends before an understanding of the new normal will consist of can be ascertained. It is difficult to attribute particular causes for this reduction in the absence of a further incisive analytical work being undertaken.

Arrested Persons

Arrested Persons brought into Custody	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of times arrested persons brought into custody	76,432	70,657	-7.6%

It is important to note that the number of arrested persons includes individuals who have appeared in custody on more than one occasion within the reporting period. This excludes voluntary attendance, S.23 MDA 1971 detentions and those in transit. The decrease is modest but still notable and is in keeping with the general trend in previous years relating to the numbers coming through custody. It continues to evidence the focus on proportionate arrests/reduction in overall crime and detections/detection rates. It comes also despite the relaxation of COVID-19 restrictions for the majority of the period under review.

Arrested Persons Held For Court	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Proportion of arrested persons held for court	35.0%	36.4%	+1.4% point

The slight increase in the number of arrested persons held for court is reflective of the gradual return to normality as the CJ sector continues its journey to recovery and BAU. The percentages held for court also represent a modest rise in the numbers being arrested on warrant. It is not anticipated that the proportion held for court will return to pre-pandemic levels owing to the change of culture effected by the introduction of the Quality Assurance Inspector (QAI) role which supported effective and proportionate custodial decisions under the Criminal Justice (Scotland) Act.

The QAI role is being phased out and supplanted by a new Audit and Compliance Sergeant role. There will continue to be a live time focus on appropriate custodial decision making however the role will expand to audit and quality assurance of all aspects of the custody journey to include areas such as arrest acceptance, rights of accused, care plan, observation levels, search level and appropriate healthcare assessment.

Arrested Persons Released / Re-arrested	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Proportion of arrested persons released on an undertaking	25.5%	26.3%	+0.8% point
Proportion of persons released on investigative liberation	0.4%	0.6%	+0.2% point
Number of persons re-arrested	357	395	+10.6%

**The term 're-arrested' is defined as any occasion whereby a person, previously released without charge as a 'Not-Officially Accused' person, is subsequently re-arrested for the same offence due to the presence of further evidence. This is not to be confused with a person arrested more than once within a specified period on separate charges as defined by recidivism.*

Previous reports provided inaccurate figures for 'persons re-arrested', due to a technical error in the associated ScOMIS report. This report and future updates will have the correct figure.

There are slight fluctuations between the current reporting period and the previous year in the number of persons released on undertaking and those released on investigative liberation. The use of undertaking compared with pre-pandemic years continue to provide evidence of a significant change of culture and this trend continues to hold steady. This remains in keeping with both CJSD and the wider CJ system's intended direction of travel.

Children brought into Police Custody / Held for Court	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of younger children arrested and brought into police custody	1,206	1,165	-3.4%
Number of younger children held for court	97	59	-39.2%
Number of older children arrested and brought into police custody	1,870	1,758	-6.0%
Number of older children held for court	413	365	-11.6%

Definitions for clarity: Adult being defined as 18 or over; Older Child being defined as 16/17 and Not under Supervision; Younger Child being defined as Under 16 or 16/17 but subject to a Compulsory Supervision Order. The number listed as held for court are those who were held in a police cell and had a relevant certificate in terms of S.22 of the Criminal Justice (Scotland) Act 2016 issued indicating why they were so held and not at a place of safety.

Following a modest increase in Quarter 2 the numbers of younger children brought into police custody has again decreased and resumed its overall downward trend which is to be welcomed. There are substantial decreases on pre-pandemic levels and this is replicated across the other categories.

These trends are in keeping with broader CJ sector aims to reduce the numbers of children coming into and being detained in custody and indicates improved compliance with the children’s rights principles outlined within United Nations Convention on the Rights of the Child (UNCRC).

Antisocial Behaviour (ASB) Fixed Penalties

Antisocial Behaviour (ASB) Fixed Penalties	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of ASB Fixed Penalties issued	12,723	7,928	-37.7%

A significant proportion of the Fixed Penalties issued in 2020/21 relate to the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020. The decrease in the issuing of ASB Fixed Penalty Tickets will be as a direct result in the easing of these restrictions which no longer create an offence for certain activities previously subject to such penalties. Accordingly the decrease is anticipated in the circumstances.

Vulnerability

Vulnerability	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of times persons arrested who have declared an alcohol addiction	8,756	7,967	-9.0%
Proportion of persons arrested who have declared an alcohol addiction	11.5%	11.3%	-0.2% point
Number of times persons arrested who have declared drug addiction issues	13,099	10,992	-16.1%
Proportion of persons arrested who have declared drug addiction issues	17.1%	15.6%	-1.6% point
Number of times persons arrested who have declared Mental Health issues	31,534	29,202	-7.4%
Proportion of persons arrested who have declared Mental Health issues	41.3%	41.3%	No change

**Please note, each custody may have reported “yes” to each of the above categories.*

As a result of the total number of persons arrested being down on previous years, both the number of persons arrested with alcohol and drug addiction issues are down on the same period. As a proportion of the total number of persons arrested, those with alcohol and drugs addiction issues remained relatively stable and slightly down. Those arrested declaring current or previous MH Issues as a proportion of throughput is virtually unchanged. This is likely attributable to normal fluctuations as opposed to being indicative of any wider trend or issue.

Partner Referrals	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of arrested persons referred to partners	514	927	+80.4%

**Figures were not available prior to 2020/21 owing to the lack of consistent recording mechanisms available and used.*

***Figures for Quarter 2 2020/21 were very likely artificially low due to the initial impact on arrests during the initial lockdown compounded by the initial reduction in third sector service provision and functionality during the pandemic.*

Although the Harm Reduction Strategy focuses on four strands, namely reducing drugs deaths, drug and alcohol use, mental health and social inequalities, there is much work being undertaken to increase the availability of access to support services after release from custody. This includes both increasing the number and range of services working with Police Scotland, but also increasing awareness of the arrest referral service internally. This is evident by the addition of West Dunbartonshire Alcohol Drug Partnership to the fold. CJSD’s Healthcare and Interventions Team continue to seek to broaden the referral processes to additional third sector partners where suitable, to ensure that those arriving in custody with alcohol, drugs or mental health issues have access to a range of meaningful support.

Since April 2021, a new arrest referral service has gone live in Dundee (Dundee CARS) and as of 01 June, the division has appointed over 150 Custody Support and Intervention officers (CSIs) who are being offered support and training in all aspects of referral arrangements and practice, to allow them to increase the number of referrals offered and continue to raise awareness of available support for those in need.

Work continues to promote the Arrest Referral scheme across the country with the Interventions Sergeant having visited almost every Primary Centre to speak with Champions, staff and supervisors about the Harm Reduction Strategy. In addition, our Champions have received NHS training packages about Motivational Interviewing and Trauma Skilled Practice and two new types of posters have been placed in custody centres to remind staff and arrested persons of the support available.

In some areas of the country we have also secured further commitment from support organisations, whose vetted staff will now attend custody centres to speak with arrested persons face to face. There is also on-going engagement with several local authorities and third party organisations to plug the gaps which have been identified in support services across the country.

NHS Partners in Custody Centres	2020/21 YTD	2021/22 YTD	% Change from Previous Year
Number of people in custody seen by NHS partners in custody centres	4,697	5,077	+8.1%

**Figures provided represent the numbers marked out of cell for medical assessment (excluding those to hospital). They do not include those individuals who are subject to several medical assessments as is often the case during longer periods in custody.*

Within the past year there has been a drive to make optimal use of Health Care Professionals for healthcare and welfare decisions and risk assessment. This may have contributed to the rise, however, it is an area which is difficult to interpret owing to the complex nature of the healthcare needs of those in custody. The increase may also be indicative of a shift back towards pre-pandemic levels and/ or alternatively a new status quo. It is assessed as likely that it is too early and too complex a picture to draw reliable inference from the data at this stage.

Strategic Outcome: The public, communities and partners are engaged, involved and have confidence in policing

Police Scotland’s objectives are to:

- Embed the ethical and privacy considerations that are integral to policing and protection into every aspect of the service
- Protect the public and promote wellbeing across Scotland by providing services that are relevant, accessible and effective
- Work with local groups and public, third and private sector organisations to support our communities

Public Confidence and Satisfaction

Insight into Police Scotland’s approach to addressing public confidence and the importance the organisation places on this key aspect of policing and community engagement is detailed in the Public Confidence and Experience of Policing section at the beginning of this report.

The following table provides the survey results that have been identified by Police Scotland and the Scottish Police Authority as key measures of progress towards achieving this strategic outcome.

Public Opinion Statements	Q1 2020/21 %	Q2 2020/21 %	Q3 2020/21 %	Q4 2020/21 %	Q1 2021/22 %	Q2 2021/22 %	Q3 2021/22 %
Feel either ‘very safe’ or ‘fairly safe’ in their area	88%	81%	70%	75%	79%	72%	74%
Strongly agree or agree that the police listen to concerns of local people	41%	36%	32%	30%	25%	37%	36%

Note: Confidence refers to how those who may not have directly engaged with the organisation feel about Police Scotland. This is intended to reflect public mood and sentiment towards the organisation.

User Experience	Q1 20/21 (Apr – Jun)	Q2 20/21 (Jul – Sep)	Q3 20/21 (Oct – Dec)	Q4 20/21 (Jan – Mar)	Q1 21/22 (Apr – Jun)	Q2 21/22 (Jul – Sep)	Q3 21/22 (Oct – Dec)	% change from last Q
Percentage callers saying it was easy or very easy to contact the police	82%	76%	75%	81%	75%	67%	75%	+8% point
Percentage callers satisfied or very satisfied with the way they were treated by staff member during initial contact	87%	85%	88%	87%	85%	82%	86%	+4% point
Percentage callers who felt staff properly understood what they needed	88%	87%	89%	89%	86%	84%	87%	+3% point
Percentage callers feeling that the police provided the appropriate response	66%	67%	70%	60%	66%	62%	65%	+3% point

User Experience	Q1 20/21 (Apr – Jun)	Q2 20/21 (Jul – Sep)	Q3 20/21 (Oct – Dec)	Q4 20/21 (Jan – Mar)	Q1 21/22 (Apr – Jun)	Q2 21/22 (Jul – Sep)	Q3 21/22 (Oct – Dec)	% change from last Q
Percentage callers felt satisfied with the way they were treated by the officers who attended the incident (where applicable)	80%	82%	83%	84%	81%	78%	80%	+2% point
Percentage callers felt they were adequately informed about the progress made (where applicable)	53%	56%	59%	64%	59%	55%	60%	+5% point
Based on overall experience, percentage callers satisfied or very satisfied with Police Scotland	71%	72%	73%	73%	68%	64%	68%	+4% point

Note: Satisfaction refers to those who have contacted the police. This reflects on the organisation's ability to handle individual incidents for an effective outcome for people, the police service and communities.

Quarterly Comparison

Since April 2020 measures of satisfaction with Police Scotland have remained consistently high. The change of survey methodology (from phone interviews to text in April 2020 due to the pandemic) resulted in changes in the data. It's important to note that these data changes do not always indicate a trend; and overall satisfaction has remained between 64%-73% throughout the pandemic.

The number of respondents in Quarter 3 2021/22, who 'agree' or 'strongly agree' that the police listen to concerns of local people was 36%, remaining relatively stable compared to the previous quarter (37%).

There has been a statistically significant increase in the number of callers reporting it is 'easy' or 'very easy' to contact Police Scotland (75%) compared to Quarter 2 (67%). This increase is also reflected in levels of overall satisfaction, which saw a statistically significant increase of four percentage points (68%) compared to the previous quarter (64%). This represents a return to when overall satisfaction remained consistent; between 68%-73%.

To understand the reasons for initial contact being easy or difficult, a new open-ended survey question was introduced to the User Experience Survey in September 2021.

Survey respondents who found it easy to contact police highlighted the following reasons:

- **Effective communication.** The ease of service use was often attributed to efficiency, friendliness and empathy of service advisers, who gave clear, precise and concise directions or instruction. 15% (n=569) of respondents praised service advisers for their ability to be helpful under pressure, whilst also helping keep the caller calm and making them feel safe.
- **Service Accessibility.** 44% (n=1,654) of respondents highlighted fast 101 / 999 answer times and praised the phone system, with its automated menus, for being easy to navigate.

Findings also show that respondents in Quarter 3 identified the following factors as making their contact experience negative:

- **Difficulties with connecting to a service advisor.** 16% (n=586) of respondents referred to long 101/ unspecified waiting times, the inability to connect to staff on their first attempt or giving up calling 999 due to long waiting times.
- **Being kept up to date after initial contact.** 6% (n=212) of service users highlighted a lack of updates / follow up to their cases to know what was happening, with no call-backs or updates about their reported incident.

Further comments provided by survey respondents highlight the importance of:

- Listening to people to understand their needs to provide the appropriate response.
- Making access to the police service as easy and intuitive as possible.
- The need for multiple ways of online (email, website), virtual (video calling) and in person (easy access to and relationships with local officers) contact with police.
- Consistency of service delivery, with a high standard of service from all staff and officers.
- Being informed and updated on aspects of work that Police Scotland is doing to respond to local areas of concern and reported incidents; highlighting the importance of a continuous engagement with the public.

Ease of contact is a key area of focus in the [Public Contact and Engagement Strategy](#) where the introduction of accessible new contact channels and enhancement of how we communicate and engage, will help to improve public experience and confidence in reporting crime and other incidents, enabled by digital services. For example, survey respondents who found it easy to contact police highlighted the following reasons:

- **Fully accessible online reporting** for getting information and advice, reporting low level crime and other incidents, receiving updates, and sharing evidence.

- **Investing in the replacement of our national contact platform (UCCP)** to sustain contact assessment and call triage and to ensure our technology is a platform for innovation and supportive technologies i.e. next generation 999 for connecting with mobile technology. Next generation policing in Scotland is expected to use video and text, activated by service advisors for easing emergency contact, in addition to phone.
- **Ensuring the public can reach us using voice assisted technologies** e.g. smart home devices and smart watches, in situations where they might not be able to reach a phone to dial 999.

Updates on Insight & Engagement Projects to Improve Our Services

Event Engagement Survey: Understanding public experiences and attitudes towards events, protests and demonstrations in local communities

The survey, launched in August 2021, provides insight into public experiences and attitudes towards events, protests and demonstrations in local communities. The events attended by respondents focused on a range of topics, including climate change, women's rights and safety, Scottish Independence, Black Lives Matter and human rights. A large number of respondents also discussed the Orange Walk, including those who attended or participated and those who did not (e.g. lived nearby).

The survey (closing March 2022) has received 701 responses so far. Of respondents who attended an event, the majority (90%) were aware of police presence, 35% had a direct interaction with Police Scotland, whilst 42% observed others' interactions. 46% of respondents were satisfied with their interaction, reporting officers to be helpful and polite.

Public confidence was measured within the survey, relating to general confidence and confidence in managing events. When asked about their general confidence in the police, 45% of respondents agreed that they have confidence, citing police professionalism and feelings of safety this brings.

Based on their experience of events attended, respondents were asked to rate their confidence in future events being policed appropriately. 37% of respondents reported that they were not confident that events would be policed appropriately in future, compared with 40% of respondents who were confident. This related to a perceived "soft approach" to the policing of protest and demonstrations, with some respondents feeling that negative actions or behaviours were able to occur without efficient police intervention and the belief that this would continue at future events.

Police Scotland's Insight and Engagement team will continue to monitor responses to this live survey, ensuring that data is communicated to key decision-makers within the organisation on a regular basis to inform our approach to policing events and protest.

How can we provide the best support to people affected by crime? (In partnership with Victim Support Scotland)

A joint project, with Police Scotland and Victim Support Scotland, focused on understanding the experiences and needs of people who have been affected by crime. It consisted of an online survey on Police Scotland's online Engagement Hub (Citizen Space), a series of one to one in-depth interviews and a small number of focus groups with disability advocates.

A total of 492 respondents across a broad range of demographics completed the survey, which was available in easy read and British Sign Language formats. Around 82% of respondents had been affected by crime in some way. When reviewing the figures and analysis, it is important to note that this project was small-scale, and therefore does not offer insights from every person affected by crime. Instead, it helps give a sense of some of the key issues and areas which affect someone's experience.

An in-depth analysis of the results from the public survey, depth interviews and focus groups highlighted three key areas of focus for improvement: the Victim Care Card; levels of communication; and language used by Police Scotland staff and officers and the pathway to support provided by Victim Support Scotland.

Respondents also reported areas of good practice about the way officers and staff deliver services. Analysis highlights individual stories of officers who went out of their way to ensure people affected by crime were supported and had everything they needed to feel safe and protected (e.g., listening to the needs of the individual and being a good support person). While there were some positives reflected by respondents, it is important that high levels of positive user experience is built and sustained through reviewing practice, with learning for improvement.

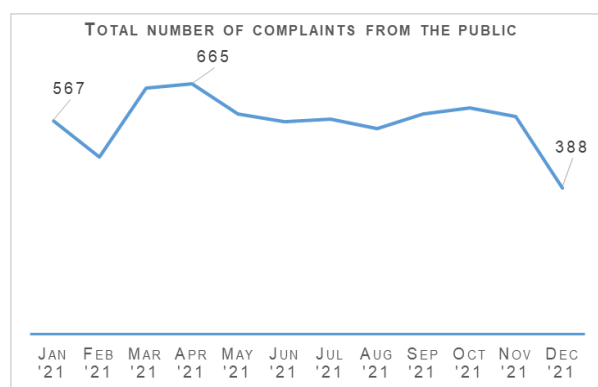
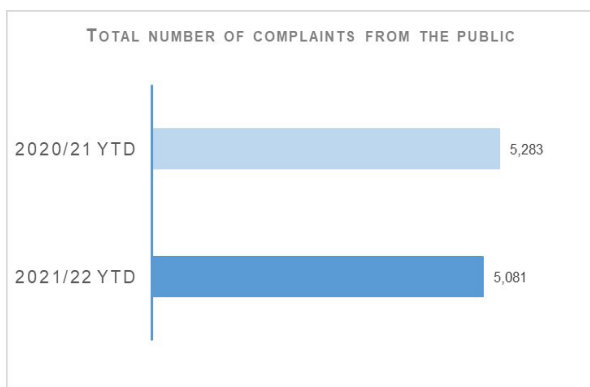
In responding to the results of the survey, Police Scotland are working with Victim Support Scotland on the following:

- A review of the Victim Care Card and the process of issuing Victim Care Cards to people who experience crime.

- A review the aftercare policy which guides how police officers engage with people who have experienced crime directly, making best use of all referrals to systems and organisations which meet people’s individual needs and circumstances; focused on the best outcomes.
- Utilising new digital tools which help us understand referrals in different geographical areas, and focussing work to enable more referrals in areas where needed.
- Work with the Scottish Government’s Victims and Witnesses Unit to ensure that findings from recent research on accessibility and formats of information provided by organisations in Scotland’s justice system are acted on.
- Share our own findings from this work with Scottish Government colleagues and other agencies who provide support to people who experience crime.

Complaints about the Police

Complaints	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of complaints from members of the public	5,283	5,081	-3.8%	4,912	+3.4%



Complaints from members of the public decreased by 3.8% to 5,081 at the end of Quarter 3 compared to the same period last year but are up 3.4% (169 more complaints) on the five year mean.

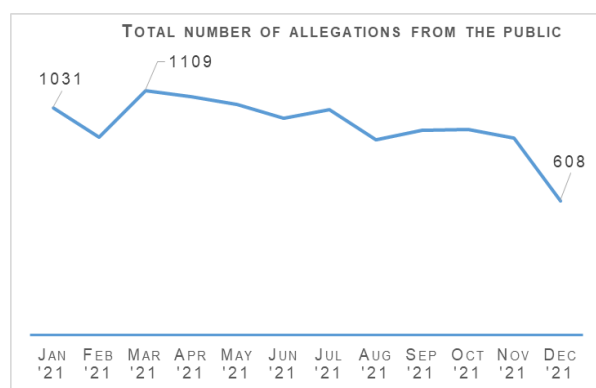
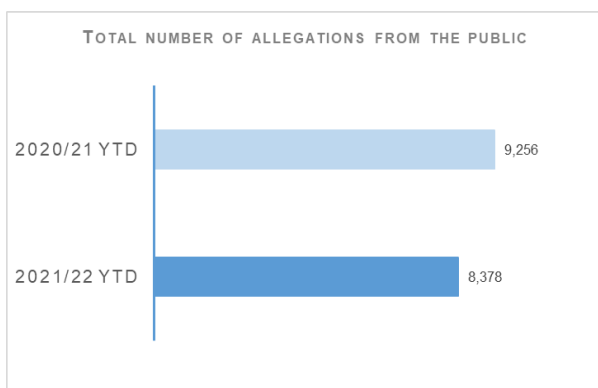
The volume of COVID-19 related complaints peaked during the early quarters of 2020/21 and this is assessed as a key factor in driving the year to date decrease in total complaints received. A total of 116 COVID-19 complaints were received during the year to date 2021/22. This represents a decrease of 82.9% (562 fewer complaints) when compared to the same period last year where 678 COVID-19 complaints were received.

The Professional Standards Department (PSD) has resolved 2,319 complaints (45.6%) by Frontline Resolution (FLR) during the year to date 2021/22, compared with 53.3% in the same period last year. This includes early resolution and subsequent resolution by PSD/Specialist officers.

Due to the launch of a new complaint handling model on 03 May 2021, FLR rates cannot be directly compared to the same period in 2020/21. This is due to the provision of additional complaint categories which will provide PSD with more detailed analysis and understanding of the overall complaint handling process.

Allegations	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Total number of allegations from members of the public	9,256	8,378	-9.5%	8,285	+1.1%
% of closed allegations which were upheld	8.1%	6.9%	-1.2% point	9.9%	-3.0% point

Note: A complaint case may include multiple allegations. A 'Complaint' relates to the overall expression of dissatisfaction provided by the complainer about an act or omission by the police or Quality of Service received. Allegations are the component parts of a complaint, which categorise what has happened and are separated to those capable of being independently Upheld or Not Upheld.



The total number of allegations have decreased by 9.5% (878 fewer allegations) compared to the same period last year, with 8,378 allegations recorded at the end of Quarter 3 2021/22. The number of allegations are however up 1.1% (93 more allegations) on the five year mean. As with the number of complaints, the peak COVID-19 related allegations in Quarter 1 of last year are assessed as being a major contributory factor in the year on year decrease.

Allegations closed totalled 8,036 at the end of Quarter 3 with 6.9% of these being upheld. Allegation outcomes (e.g. upheld) are based on closed allegations within the year to date period. Closure dates vary from the received dates, therefore closed and received data may not be directly comparable.

During this period, 1,136 non-criminal complaints were closed with 33.1% closed within the 56 day statutory timescale. A 5.5% decrease from the same period in 2020/21.

Police Investigations and Review Commissioner	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of PIRC Complaint Handling Reviews (CHRs)	160	152	-5.0%	n/a	n/a
Number of allegations considered by PIRC (CHRs)	614	610	-0.7%	n/a	n/a
% of reviewed allegations assessed as handled to a reasonable standard	70.5%	66.2%	-4.3% point	n/a	n/a

The Police Investigations & Review Commissioner (PIRC) has conducted 152 Complaint Handling Reviews (CHRs) which equates to only 3.0% of all complaints. The 152 CHRs conducted by PIRC considered 610 allegations, with 404 (66.2%) assessed to have been handled to a reasonable standard. This is down 4.3 percentage points from the same period in 2020/21. These CHRs included 199 recommendations.

Police Scotland made 188 referrals to PIRC resulting in 54 investigations (28.7%). This is an increase compared to the same period last year where 27.2% of referrals resulted in an investigation.

Statutory referrals to the PIRC facilitate independent and transparent scrutiny in relation to serious incidents involving the police. Those referred to PIRC include:

- Armed Policing Presentation of Firearm (52)
- Crown Directed Inference of Criminality (24)
- Death Following Police Contact (6)
- Death in Police Custody (1)
- Serious Injury Following Police Contact (24)
- Serious Injury in Police Custody (32)
- STO Taser Discharged (49)

As of 04 October 2021, allegations of On Duty Assault – plus any associated criminal allegations – are now referred to the PIRC. This follows recommendations made in the Independent Review of Complaint Handling, Investigations and Misconduct Issues by Dame Elish Angiolini in relation to alleged breaches of Articles 3 and 5 of the European Convention of Human Rights (ECHR).

Organisational Learning

PSD is committed to promoting a culture of organisational learning. Learning from CHRs and other sources are disseminated through bulletins, individual feedback and is also used to inform training packages. This learning can therefore influence and improve our service.

In Quarter 3, PSD has disseminated learning from a variety of incidents with the following learning outcomes of particular note:

- Officers are advised that all accounts from complainers should be taken in writing. Whilst verbal communication over the telephone is useful to clarify points, full accounts of the circumstances should always be written. Where accounts are noted over the telephone, these should then be sent to the complainer for verification.
- Final response letters should acknowledge any delay in complaint handling processes (i.e. for those over 56 days), explain the reasons for any delay and provide the applicant with an apology. This should be borne in mind by complaint handlers when dealing with complaints in the future.
- Complaint Handlers must carry out a sufficient and proportionate level of enquiry prior to attempting Frontline Resolution (FLR).
- In line with the Police Scotland Complaints About the Police Standard Operating Procedures (CAP SOP), where complaints are taken on and investigation instigated, comprehensive enquiry must be carried out which obtains all evidence material to the complaint as soon as reasonably practicable. Auditable records should be kept throughout the enquiry and in any response to a complainer, sufficient explanation must be provided to address their concerns and/or allow them to understand why a complaint is not upheld.
- In March 2021, PIRC published comprehensive new statutory guidance for handling complaints about the police in Scotland, bringing greater transparency, accountability and an increased focus on improvement. This provides that any written responses to complainers must provide the names of the officers involved in the complaint, unless there is an assessment of an identified risk to those officers, in which case unique identification numbers would suffice.

Strategic Outcome: Our people are supported through a positive working environment, enabling them to serve the public

Police Scotland's objectives are to:

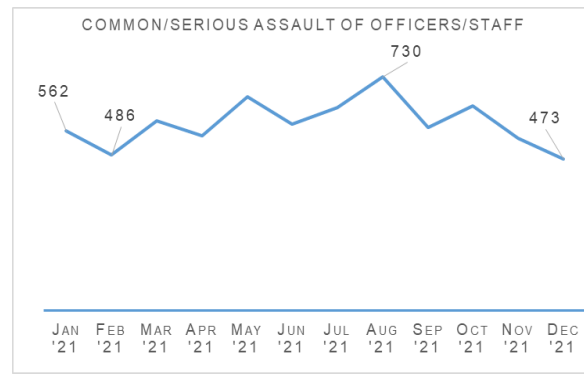
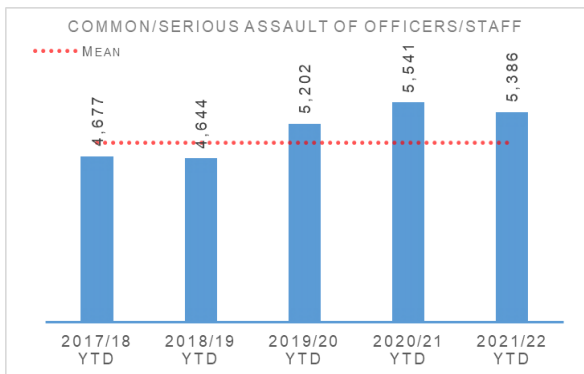
- Prioritise wellbeing and keep our people safe, well equipped and protected
- Support our people to be confident leaders, innovative, active contributors and influencers
- Support our people to identify with and demonstrate Police Scotland values and have a strong sense of belonging

Assaults on Police Officers and Police Staff

Assaults on Emergency Workers (Police Officer/ Staff)	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Common assault of emergency workers (police officer/police staff)– number of offences	5,541	5,386	-2.8%	4,888.6	+10.2%
Percentage of assaults leading to injury	36.3%	29.6%	-6.7 point	n/a	n/a
Number of assault RIDDORS	20	40	+100.0%	n/a	n/a
Number of assault RIDDORS per 1k employment	0.9	1.7	+88.9%	n/a	n/a

Note: The figures for crime incidents and injuries to officers / staff are obtained from two separate systems / databases and do not directly correlate, but that are representative of the issue.

Note: Highland and Islands Division data only includes detected assaults.



Your Safety Matters (YSM)

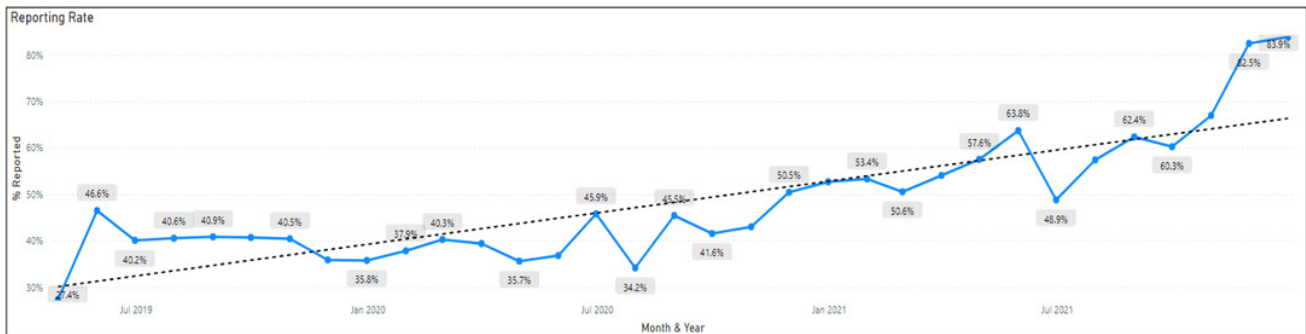
Assaults on officers / staff have decreased by 2.8% (155 fewer) compared to the same period last year. However, assaults against officers / staff are 10.2% (399.4 more) above the five year mean. The decrease from last year can be put partly down to the increase in analysis commissioned by YSM around assaults on officers / staff.

Other YSM initiatives have contributed to the decrease such as the 'Your Safety Matters Partnership Pledge' in Ayrshire which since its introduction (28 July 2021), assaults against officers / staff have decreased by 20.2% (35.8 fewer), compared to the five year mean. The 'Your Safety Matters Partnership Pledge' hold regular meetings in Ayrshire with key partners from: Scottish Fire and Rescue Service, Scottish Ambulance Service, NHS, Crown Office Procurator Fiscal Service, Scottish

Prison Service and Victim Support Scotland. The group meet to review incidents and identify trends in assaults / threatening or abusive behaviour towards all emergency workers in Ayrshire.

There were two recorded assaults on officers as part of COP26, both of which resulted in injury, with one officer being struck with a pyrotechnic, while the other was injured in a struggle. YTD assault related injuries against officers / staff have fallen. A contributory factor in the decrease of assaults injuries can be attributed to the new OST safety training that provides enhanced de-escalation and empty hand defensive techniques to officers / staff. However, the decrease could also be a result of increased reporting of assaults to Health and Safety.

The Reporting Rate of Assaults on Officers / Staff



The reporting rate of assaults on officers / staff has more than tripled (+56.5 percentage points) from 01 April 2019 to 31 December 2021. This increase is a result of the YSM Divisional Champions meeting quarterly to share and gain best practice in relation to assaults on officers / staff. This has been supplemented by the creation of a YSM 'Reporting Rate' dashboard that allows the YSM Divisional Champions easy and quick access to the reporting rate data. This improvement then provides an enriched dataset for Police Scotland to analyse assaults on officers / staff data, which can help improve officer and staff safety and wellbeing.

YSM have also created a Hate Crime Sub Group, which aims to expedite work around the support given to officers and staff who have experienced Hate Crime / Incidents at work. The YSM Hate Crime Sub Group are carrying out focus work to ascertain how best to support officers and staff and have developed a new Hate Welfare Support Assessment to give line managers an effective toolkit to structure support considerations and signpost to relevant support mechanisms.

Use of Force

Spit Hoods

Police Scotland have encouraged officers and staff to make use of spit hoods. Since the beginning of the COVID-19 pandemic there has been an increase in assaults recorded which involve coughing or

spitting. Incidents of spitting, where officers and staff are exposed to bodily fluids, can increase the risk of exposure to blood-borne viruses. The use of spit hoods can help reduce this risk.

Use of Force Applied	2020/21 YTD	2021/22 YTD	% Change from Previous Year	2019/20 YTD	% Change from 2019/20 to current
Spit Hood / Mask Used	591	550	-6.9%	509	+8.1%

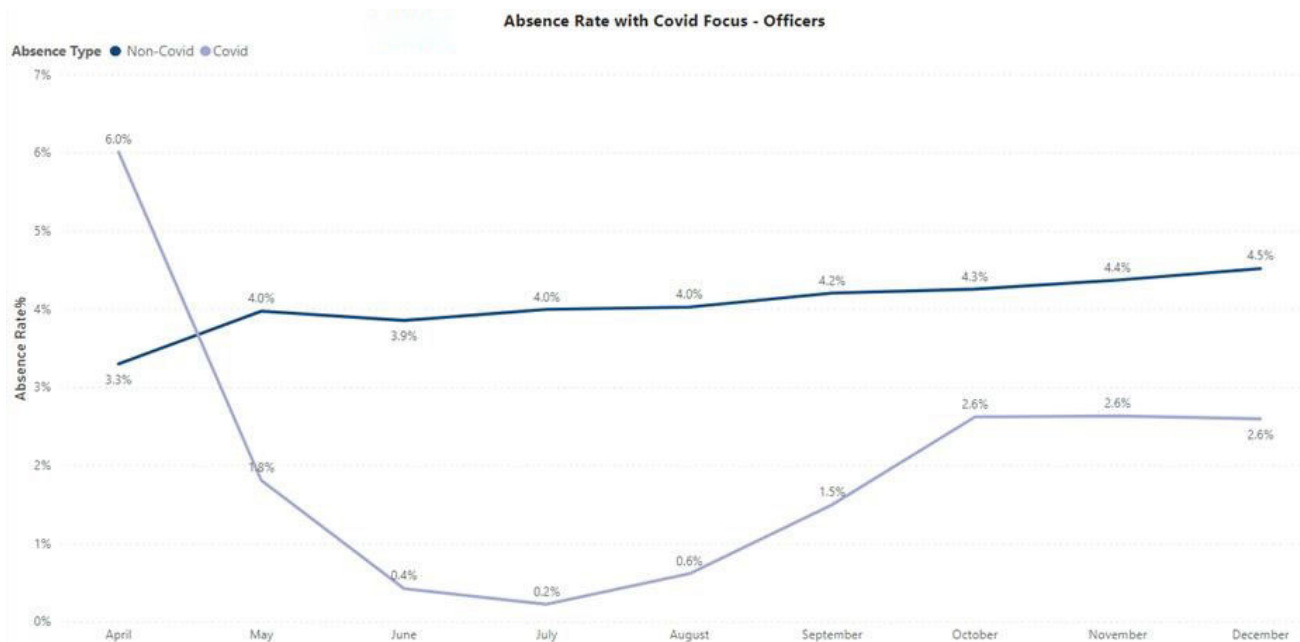
People and Development

Absence Management

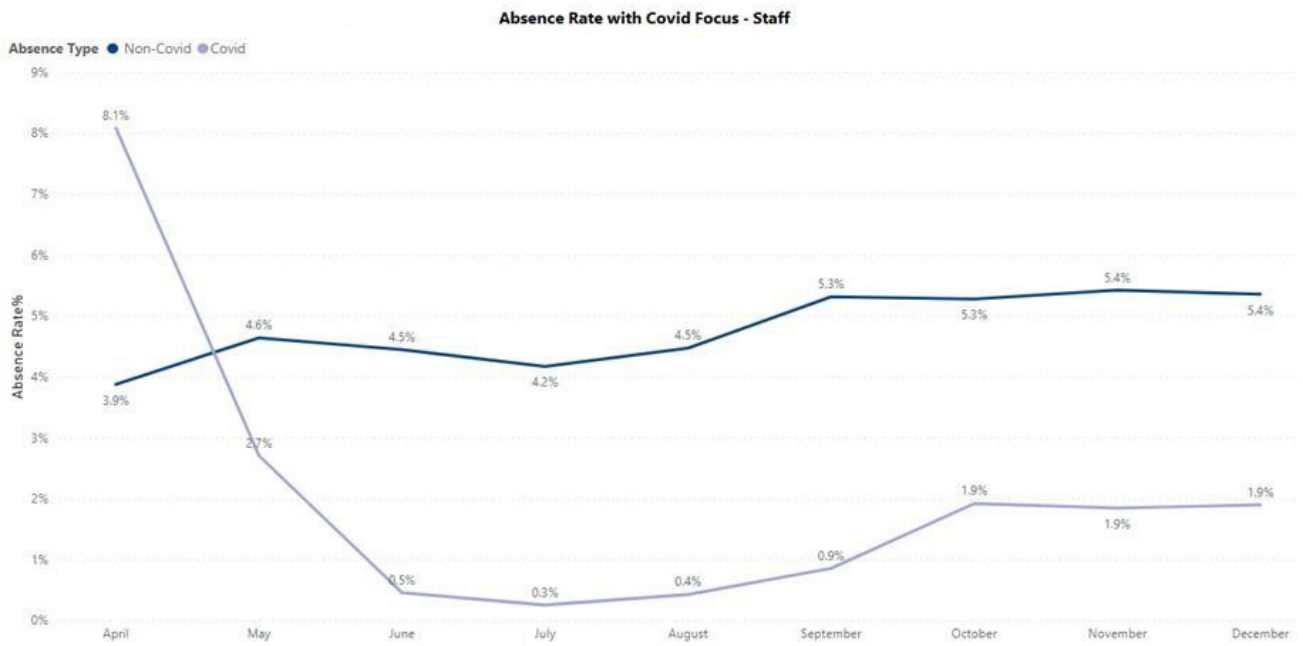
Absence data shows an increase for both officers and staff against the same period last year.

Absence Management	2020/21 Q3 Only	2021/22 Q3 Only	Q3 Only Change from Previous Year	2020/21 YTD	2021/22 YTD	YTD Change from Previous Year
Percentage of working days lost for police officers	7.0%	9.6%	+2.6% point	6.1%	7.8%	+1.7% point
Percentage of working days lost for police staff	7.3%	8.8%	+1.5% point	6.8%	7.8%	+1.0% point
Average working days lost for police officers	3.6	4.9	+1.3	9.4	11.9	+2.5
Average working days lost for police staff	4.5	5.2	+0.7	12.6	14.0	+1.4

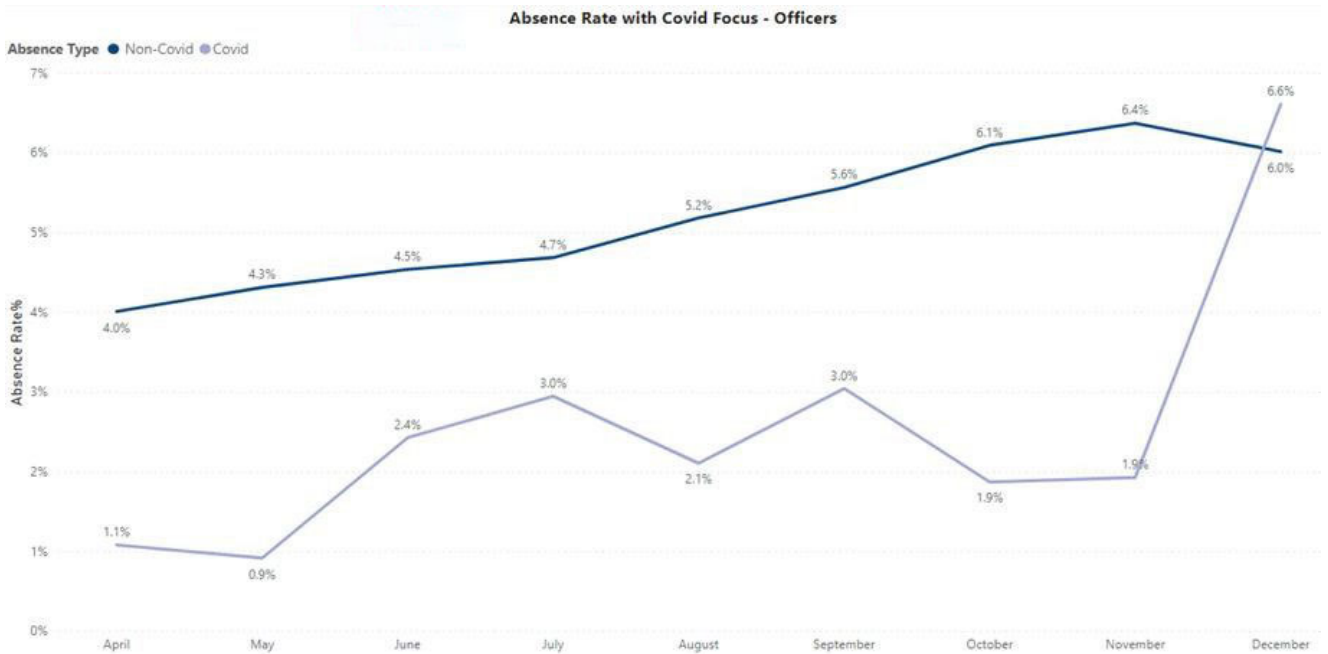
YTD 2020/21: ABSENCE RATE WITH COVID - OFFICERS



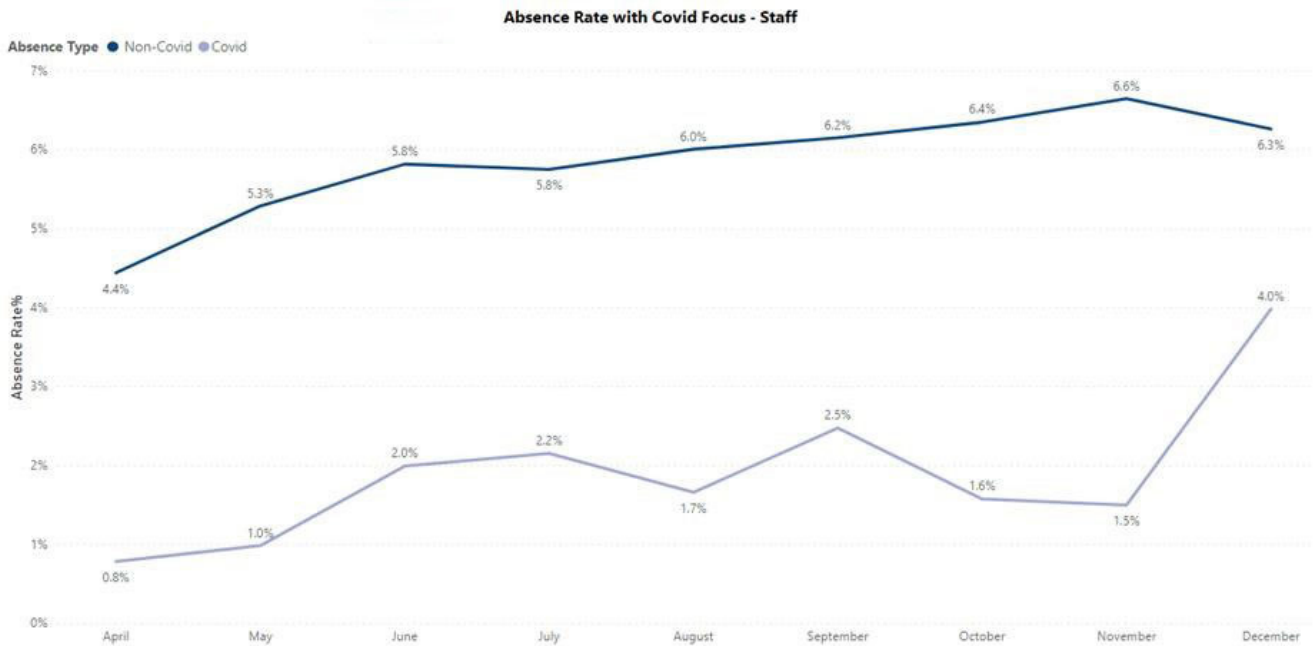
YTD 2020/21: ABSENCE RATE WITH COVID – STAFF



YTD 2021/22: ABSENCE RATE WITH COVID – OFFICERS



YTD 2021/22: ABSENCE RATE WITH COVID – STAFF



Absence data this quarter shows an increase for both officers and staff against the same period last year. The average working days lost for this point in 2021/22 has increased against the same period last year by 2.5 days for police officers and 1.4 days for police staff.

It can be noted that in Quarter 3 of this financial year there has yet again been a spike in COVID absence (particularly for officers) which was caused by the nationwide surge of the Omicron variant during December 2021. The largest proportion of working days lost to COVID in Quarter 3 relates to acute COVID and COVID-19 precautionary self-isolation. The proportion of days lost to post-COVID syndrome remains stable.

Whilst rates of non-COVID related absence are up on last year, in Quarter 3 there has been a small decline for both officers and staff. Rates will continue to be monitored.

Analysis of non-COVID absence shows that the main causes of sickness absence are broadly similar for both officers and staff with psychological disorders continuing to be the greatest cause of absence, accounting for just under 2% of working days lost.

Management of absence is robustly monitored within the organisation across management and Primary Boards and all business areas have a professional People Partner assigned to assist local management teams to identify trends or hotspots and to robustly manage absence.

The organisation also has a multi-faceted mental wellbeing programme and as part of this resilience training is available, providing officers and staff with tools to help keep them well and minimise mental illness.

A deep dive into all long term absence continues within People & Development with the aim of ensuring proper and appropriate support is being provided; that all occupational health services are being utilised and there are no gaps in the absence management process. This deep dive will generate activities around

consistent and effective case management interventions, early and proactive engagement of appropriate services and procedures (inclusive of capability process where appropriate) and wider ongoing visibility, review and evaluation on performance and impact with Divisional/ Departmental Senior Management Teams.

Occupational Health Provision

Occupational Health	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of occupational health referrals	2,028	2,441	+20.3%	n/a	n/a

Employee Assistance Programme	2020/21 YTD	2021/22 YTD	% Change from Previous Year	5 Year Mean	% Change from 5 Year Mean
Number of Employee Assistance Programme (EAP) referrals	1,418	1,560	+10.0%	n/a	n/a

Current figures highlight that a gradual return to business as usual is being witnessed as occupational health referrals return to an increased number and steadier state. 2020/21 figures were atypically low which was driven by the COVID-19 pandemic. The continued implementation of restrictions led to a long period of adaptation both within our own organisation and externally by our Occupational Health providers OPTIMA.

As a result of these adaptations, e.g. utilising online platforms for home working internally and for consultations and assessments within Optima, we are now seeing an upturn in our referral figures. Added to this we have had a degree of COVID-19 related backlog in some areas on

which we are now actively managing down. Musculoskeletal (MSK) and psychological issues continue to be amongst the most common reasons for management referrals and this remains in alignment with the most common reasons provided by our workforce when reporting absence.

Our Employee Assistance Programme - HELPEAP - reported a significant reduction in usage across all their portfolio last year. This reduction was not specific to their Blue Light clients; HELPEAP also saw this reduction across their private business clients. However, year to date has seen the numbers accessing the service rise to pre-pandemic figures.

Data informs that around 75% of contacts to this service are for personal, rather than work-related matters and it is pleasing therefore to note that we are able to offer this service to ensure we support the holistic wellbeing of our workforce.

In recognition of the importance and impact of employee wellbeing, the wellbeing team have been working with our providers to further understand the data in terms of personal and work related issues. It has been found that the initial EAP contact and mental health assessments referrals very much align as they are both heavily driven by personal related issues.

Over the course of the last 12 months of EAP contacts, 45% of the personal related issues were focused on mental health (stress/anxiety/depression) and 75% of the work related issues were driven by work related stress.

The qualitative data tells us that mental health has no boundaries in terms of the work or personal issues and we must continue to provide officers and staff with the tools and coping mechanisms to face the challenges of their day to day Police Scotland role and indeed life. The wellbeing team will continue to analyse the data, which will in particular drive the future direction of our learning, training and development activity.

Strategic Outcome: Police Scotland is sustainable, adaptable and prepared for future challenges

Police Scotland's objectives are to:

- Use innovative approaches to accelerate our capacity and capability for effective service delivery
- Commit to making a positive impact through outstanding environmental sustainability
- Support operational policing through the appropriate digital tools and delivery of best value

Finance

Maintaining a balance budget: Financial monitoring report tracking and forecasting a balanced budget by Year End

The Corporate Finance and People Board monitor financial performance on a monthly basis and the overall financial position is regularly reported to the Scottish Police Authority (SPA) and Scottish Government. There is also frequent engagement throughout the year to ensure that the accountable officer is aware of the overall financial position and seek their views on how any emerging issues should be dealt with.

The approved budget is reforecast on a quarterly basis to ensure the financial position continues to reflect what is actually happening across the organisation to enable better informed decisions.

The Quarter 3 net expenditure forecast has increased by £8.4m mainly due to the additional cost of leave provisions and COVID-19 specific costs as a result of the Omicron variant. These costs are partially offset by one-off underspends elsewhere in the revenue budget. When compared to the overall funding position, which has recently been adjusted through the Spring Budget Revision process (SBR), the Quarter 3 revenue position is £6.2m above the budgeted break even position.

Consultation with Scottish Government is ongoing to approve this position, which when confirmed will be included in its 2021/22 Budget Allocation and Management (BAM) letter to the Authority.

There are a number of financial threats and opportunities that may materialise over the remainder of the financial year. These will continue to be monitored with the necessary action taken as appropriate.

The capital forecast at Quarter 3 is £58.9m, £5.2m above the budget position of £53.7m. This forecast overspend is fully funded and is primarily compensated by additional grant-in-aid funding committed by the Scottish Government to support transitional capital costs (laboratory fit out and instruments) for the transfer of post mortem toxicology services to the Police Authority.

The reform forecast at Quarter 3 is £23.1m, £1.9m under the budget position of £25.0m primarily due to slippage and delays in transformation resource, Enabling Policing for the Future (EPF) programme and Estates transformation.

Maintaining Financial Sustainability

The medium and long term financial planning documents and annual budget submissions support this strategic outcome. Financial sustainability has been the primary objective of the medium/long term financial strategies developed since 2016, all of which highlighted the challenges facing the service in achieving financial sustainability.

These multi-year financial plans focussed on the sustainable elimination of the Authority's structural deficit by way of a combination of workforce reductions or a correct to revenue funding.

Following representations made to Scottish Government ministers and officials as part of spending review discussions, the Scottish Government's 2021/22 budget included a significant uplift to police funding.

This allowed the Authority to address the structural deficit without the need for workforce reductions.

A revised five year financial plan was approved by the Board at the Authority meeting of 29 September 2021. This demonstrates that a balanced budget can be sustained assuming that:

- Scottish Government funding keeps pace with unavoidable pay pressures, including wage inflation, national insurance increases, SPRM and lost income.
- The organisation managed the workforce size and mix within current pay budgets.
- Cost pressures beyond Scottish Government funding are met from compensating savings from across the organisation.

The five year financial plan is an iterative document that will be refreshed on a regular basis to ensure that new services and any other significant changes are reflected when confirmed.

A financial planning framework will be presented in March 2022 alongside the 2022/23 annual budget and an update to the five year financial plan will be presented following the publication of the Scottish Government Spending Review in the Spring of 2022.

Development of a robust longer term financial strategy is highly dependent on a number of key enabling strategies, including the strategic workforce plan, the target operating model and the transformation roadmap. This will be prepared in line with the strategic business planning cycle.

Everyone in the organisation has a role to play in improving financial sustainability, making efficient use of resources and eliminating waste to deliver best value. Developing and actively managing the annual budget for revenue, capital and reform is a collaborative process involving consultation across the whole organisation as well as key stakeholders.

Once approved, budgets are allocated to nominated budget holders who are responsible for the management and control of that budget throughout the year. The approved budget represents the maximum financial resource for which budget holders have authority to allocate, prioritise and make financial commitments for their business areas.

Optimising the use of these resources is key in achieving best value. A robust process of budgetary control, undertaken on a monthly basis (with formal quarterly reviews) is in place to help ensure that divisions and departments make the most

efficient use of their budgets and that each budget holder is accountable for spending of public money, in line with agreed budget at the outset of the financial year.

This approach enables Police Scotland to ensure that the financial position is monitored, with the appropriate checks and balances in place to maintain a financially sustainable position.

An overarching aim of our procurement strategy is to deliver value for money and best value outcomes by improving efficiency and reducing expenditure where possible. Key elements include sourcing strategies, market engagement, and contract and supplier management.

These procurement considerations, alongside the monthly monitoring of compliant spend undertaken across the organisation ensure that we deliver best value and support our financial sustainability objective.

Procurement

Compliance	2021/22 Q1
% of regulated spend undertaken compliantly in line with purchasing policy	89.0%

Note: Police Scotland report retrospectively on spend compliance as a result of the data requiring to be analysed after the end of each quarter. The figure provided is an analysis of Quarter 2 2021/22 – Data for Quarter 3 2021/22 will be available in the Quarter 4 report.

The underlying monetary value of non-compliance has continued to reduce in Quarter 2, However, this has resulted in a very small decrease in compliance as a percentage of total spend in the quarter as Quarter 2 is traditionally a low spend quarter.

Fleet

% ULEV	Average age	Average % of Vehicle Availability
14.0%	5.49 years	96.15%

Police Scotland is working towards implementing the move to an Ultra-Low Emission Fleet (ULEV) as part of the SPA approved Fleet Strategy. Work is ongoing with the ULEV Board, Fleet Implementation Group and key stakeholders both internal to Police Scotland and external agencies Transport Scotland, Fire and Ambulance and city councils where sharing of resources is possible.

Police Scotland fleet are the first blue light fleet in the UK to make that commitment of greening the entire fleet of approximately 3,500 vehicles. The approved Police Scotland Fleet strategy is to move to fully ULEV by 2030 in line with Scottish Government recommendations.

ULEV vehicles currently make up 14.0% of Police Scotland's overall fleet at the end of Quarter 3 2021/22 with 22% of the ULEV vehicles unmarked. By autumn 2022 this will increase to 1,000 ULEV operational to support front line policing.

Work is ongoing with roll out of a Police Scotland dedicated charging infrastructure across our estate with a number of large sites completed in the run up to COP26 (Gartcosh, Dalmarnock, Meiklewood Road). This will continue across Scotland from the central belt up to the Highlands and Islands as we move into phase two and three.

Police Scotland currently have ULEV vehicles in stock and on order and are allocated as charging sites are completed. Training is complete for all fleet staff on ULEV vehicle maintenance and repair. Fleet are continuing to work with Health & Safety Scottish Police Federation, Driver Training and other key stakeholders to have right vehicle, right place, right time.

The average age of the Police Scotland fleet in Quarter 3 2021/22 is 5.49 years this will reduce as new vehicles are introduced to the fleet and if the level of capital investment on the fleet is maintained in future years.

Fleet are currently Reviewing its Target Operating Model as we move to ULEV as there is a different skill required in ULEV vehicles. As the vehicle becomes the office and technology increases, and with less moving parts in a ULEV more mobile servicing will be the future, (going to the customer) to ensure our vehicles are replaced in line with the Police Scotland fleet strategy having a fit for purpose modern fleet.

Estates Co-locations / Collaborations

Shared Occupancy	2021/22 YTD
% footprint of the Estate which is co-located/shared with our partners	10.67%

Since the start of the financial year, new collaboration leases have been signed as part of the North East Division Integration Project (NEDIP) in Aberdeen at Marischal College and Woodhill House with Aberdeen City / Aberdeenshire Councils respectively. Other new leases were also entered into with Clackmannanshire Council in Kilncraigs, Alloa and Perth and Kinross Council in Crieff.

This percentage will further rise as a result of these projects when vacated existing buildings in Aberdeen, Alloa and Crieff are sold. The estate was also reduced by selling properties at Tay Coast, Fortrose, Friockheim, Howe of Fife, Fochabers and Grantown on Spey.

Additional leases were entered in relation to an OSD Training Facility in Coatbridge and an SPA Laboratory in Glasgow.

Estates Condition Survey

Data analysis is currently being undertaken to produce a report setting out the outcomes of the Estates Condition Survey. The initial report has been completed and will be shared with the appropriate governance forums over the coming months. The detailed report setting out the proposed models / programmes for future investment will be available in the 2022/23 reporting cycle.

Environmental - Total carbon emissions per m2 of estates

Police Scotland's 2021/22 Benchmark 2 data for buildings only is as follows:

- Quarter 1 – 20.82 kg/m² (a 4.5% increase on Quarter 1 last year)
- Quarter 2 – 16.67 kg/m² (a 6.3% decrease on Quarter 2 last year)
- Quarter 3 – 25.6 kg/m² (a 1.2% increase on Quarter 3 last year)

It should be noted that these metrics are subject to change as we move through colder weather periods and no real comparison can be made until the annual data set is complete.

Environmental – Reduction in Co2 emissions

Police Scotland's 2021/22 data for buildings only is as follows:

- Quarter 1 emissions – 9,137 tCO₂e
- Quarter 2 emissions – 7,314 tCO₂e
- Quarter 3 emissions – 11,207 tCO₂e
- YTD total emissions – 27,658 tCO₂e

Please note fuel data is currently unavailable for both carbon emissions and Co₂ emissions. This will be updated in forthcoming reports when available.

Operation TALLA – Police Scotland’s response to COVID-19

Police Scotland has implemented the Operation TALLA Command Structure to manage the planning and response to the impact of COVID-19. This has been continuously reviewed and refined as our response to the pandemic evolves and we start to see restrictions easing, creating ongoing challenges. Nine bespoke strategic objectives, aligned to our overarching strategic outcomes, are detailed as follows. This provides a framework to focus operational activity associated with maintaining critical policing functions, serving changing public needs and supporting our staff to continue to provide a professional and effective service to our communities.

Outcomes	Operation TALLA Strategic Objectives
Threats to public safety and wellbeing are resolved by a proactive and responsive police service	<ul style="list-style-type: none"> - Maintain critical policing functions to best serve the communities of Scotland throughout the pandemic - Work in partnership providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving COVID-19
The needs of local communities are addressed through effective service delivery	<ul style="list-style-type: none"> - Support partners as part of local and national resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, through effective planning preparation, response and recovery - Monitor and respond appropriately to any internal or external tensions
The public, communities and partners are engaged, involved and have confidence in policing	<ul style="list-style-type: none"> - Maintain officer, staff and public trust and confidence through effective proactive internal and external communications
Our people are supported through a positive working environment, enabling them to service the public	<ul style="list-style-type: none"> - Protect, safeguard and support our officers and staff, throughout the period of the pandemic
Police Scotland is sustainable, adaptable and prepared for future challenges	<ul style="list-style-type: none"> - Renew and rebuild our working practices in a way that captures organisational learning and seeks out opportunities for continuous improvement - Undertake financial planning, budgeting and monitoring to ensure that the financial impact of the organisation responding to the new demands of operating in a COVID-19 environment can be understood and managed, whilst ensuring that financial control, governance and discipline are maintained throughout the response - To ensure all residual Operation Talla related work is mainstreamed as the force enters the recovery phase and transitions back to normality, post-pandemic. We will continue to safeguard our own people ensuring we continue to best serve the communities of Scotland

Emergency Legislation – Co-operation Levels

Police Scotland’s approach to the use of COVID-19 legislation continues to be primarily based on engagement with the public, explaining the provisions, and encouraging compliance with the necessary restrictions. Enforcement action is only taken where absolutely necessary. This approach is commonly known as the Four Es (engage, explain, encourage, enforce). Whilst the overall style and tone of policing the pandemic in Scotland has not changed since the inception of the public health emergency, during September 2020 an additional condition was added to the approach which enabled quicker acceleration through the Four Es for flagrant or repeated breaches.

The following table summarises police intervention action taken during the period: 01 April 2021 to 31 December 2021 with comparisons to the same period the previous year:

Type of Interventions	Number (PYTD)	Proportion of total (PYTD)
Premises closed	6 (78)	<0.1% (<0.1%)
Premises where intervention was required	13 (341)	0.1% (0.3%)
Medical detention	0 (0)	-(-)
Dispersals after being informed and requested (occasions)	12,060 (69,648)	51.6% (71.2%)
Dispersals after being informed, requested and instructed (occasions)	5,518 (19,545)	23.6% (20.0%)
People removed from place or premises*	2,848 (716)	12.2% (0.7%)
Fixed Penalty Notices issued	2,781 (6,749)	11.9% (6.9%)
Arrests	97 (528)	0.4% (0.5%)
Recorded Police Warnings	49 (147)	0.2% (0.2%)
Total Interventions	23,372 (97,752)	

**Note: Figures are indicative management information and may be subject to change. They should not be considered as Official Statistics.*

***Note - People removed from place or premises was previously recorded as People returned home using reasonable force.*

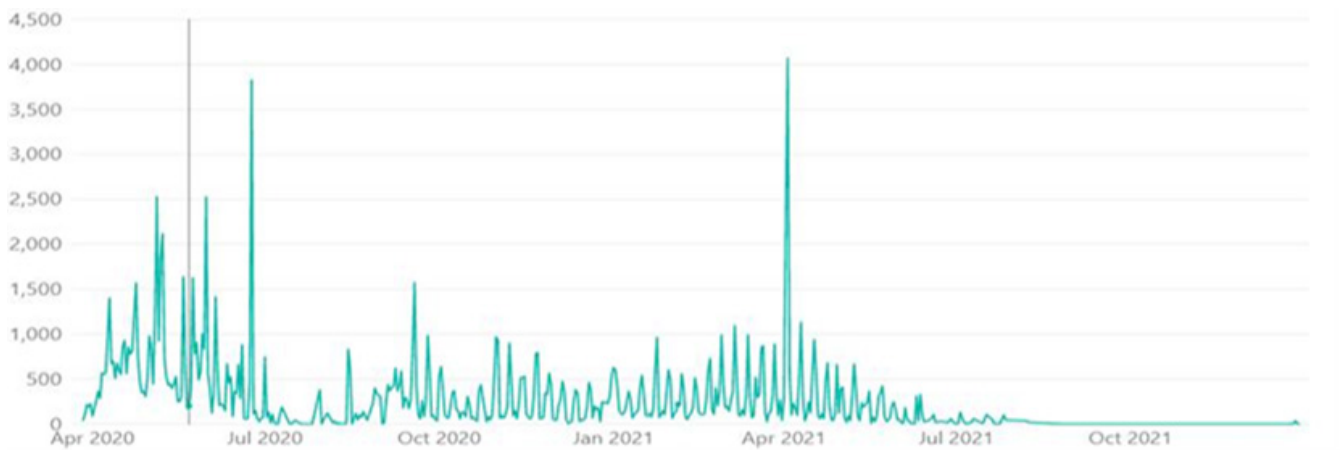
****It should be noted that the figures reported in the Quarter 2 report refer to Quarter 2 figures only. The previous table refers to year to date figures to the end of Quarter 3*

Total Interactions

The lifting of restrictions has resulted in the significant reduction in the number of interactions recorded this year when compared to the previous year. During Quarter 3, only one interaction was recorded, an arrest on 30 December 2021.

Any impact of the reintroduction of restrictions on 27 December 2021 will be examined in the Quarter 4 report.

Total Interactions Line Graph



Note: Figures are indicative management information and may be subject to change. They should not be considered as Official Statistics.

OP TALLA Strategic Objective

- Maintain critical policing functions to best serve the communities of Scotland throughout the pandemic

Absence

Absence levels continued to rise over the Quarter 3 period, at a gradual rate throughout October and November. During early to mid-December however, absence levels began to rise at a faster pace. This coincided with the confirmation of community transmission of the Omicron variant in Scotland (03 December) and the subsequent Scottish Government guidance starting on 11 December that household close contacts of positive cases must self-isolate for 10 days, regardless of vaccination status, even if tests returned negative results. This guidance has since been withdrawn for any new cases from 06 January 2022. The impact on absence levels as a result of this will be examined in the Quarter 4 report.

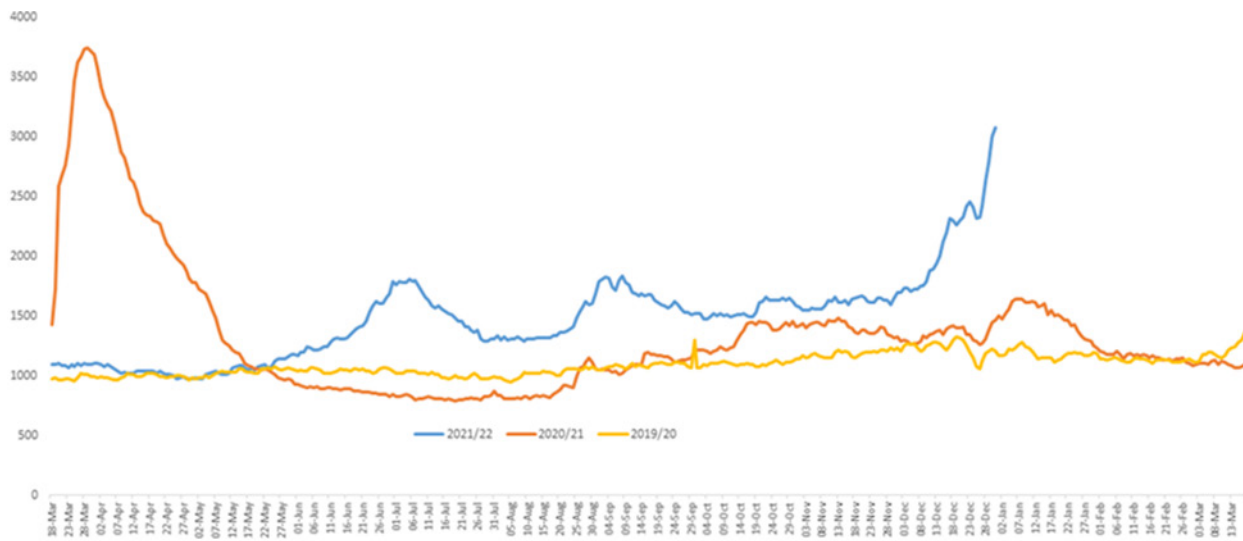
A secondary spike in absences was noted over the Christmas period, continuing to increase until the end of the calendar year.

At the beginning of the quarter, there were 328 COVID-19 related officer and staff absences across the Force, accounting for around one fifth of all absences. Roughly 80% of COVID-19 absences were as a result of COVID-19 symptoms and / or confirmed COVID-19. The remaining 20% (68 officers / staff) were absent as a result of precautionary isolating or having being contacted or identified through contact tracing.

Following the confirmation of the Omicron variant in Scotland and subsequent change of guidance in relation to household contacts and self-isolating, the number of officers and staff absent as a result of precautionary isolation or contact tracing rose from 119 on 10 December to 382 on 17 December, an increase of 221.0%. The number of COVID-19 absences involving symptoms and / or confirmed COVID-19 in this period also increased, up from 482 to 645, an increase of 44.0%. This represented a shift in the proportion of precautionary absences from 19.8% to 35.5% of all COVID-19 absences.

By the end of the quarter, COVID-19 related absences account for around two third of all absences, with 1,984 officers / staff absent as a result of COVID-19. Just under 60% of these absences were due to symptoms or confirmed COVID-19. There were 846 officers / staff absent for precautionary isolation or due to being required to as a result of contact tracing.

Total absence line graph – comparison of 2019 to 2020 and 2021



Resource Deployment

Due to the emergence of the Omicron variant, some Operation TALLA Cells have been stood back up alongside some additional resource allocated to existing critical functions. These include the Business Continuity Cell, Information Cell and Logistics Cell within the Operation TALLA structure, with additional officers allocated to the Outbreak Management Team (OMT).

The Conventional Response Unit (CRU) was reinstated on 10 January 2022 with in excess of 600 officers being redeployed in support of local policing or business critical roles. The full scale and further information will be detailed in the Quarter 4 report.

OP TALLA Strategic Objective

- Work in partnership providing an appropriate policing response at strategic, tactical and operational level, including to any incidents involving COVID-19

Criminal Justice Services Division (CJSD) – Virtual Custody Courts

In March 2020, the initial virtual court model was established in response to the outbreak of COVID-19. As the pandemic continues with infections and staff absences / isolation rates remaining volatile, Virtual Court facilities have proven crucial to mitigate risk to the public, Criminal Justice staff and defence teams. At this point, Virtual Courts are accepted as a proven means of safely presenting custodies to court in a virtual setting and the facilities for so doing are well established across Scotland. To date, around 12,300 cases have presented virtually at court.

There are still a number of areas presenting non COVID-19 custodies to court, utilising either a fully virtual or hybrid model for custody hearings. Arrangements vary depending on the needs, facilities and engagement of each Sheriffdom however, there is a need to progress to fully virtual models and this remains the intention of the Recovery, Renewal and Transformation (RRT) Programme. Progress is being made to this end with the North Strathclyde pilot beginning on 11 January 2022 with Clydebank PCU support in facilitating Virtual Custody appearances. The SCTS project team have an expectation to progress this pilot over the coming months to involve Greenock and Kilmarnock however will require additional multi agency support.

OP TALLA Strategic Objective

- Support partners as part of local and national resilience arrangements to mitigate the impacts of COVID-19 and to safeguard community resilience and cohesion, through effective planning, preparation, response and recovery

Partnership, Prevention and Community Wellbeing (PPCW)

PPCW Division's Equality & Diversity Unit continues to monitor tensions through engagement with local and national partners across all sectors, and daily monitoring of hate crime and incidents. The unit prepares a weekly community tensions report for the Force Executive and provides information to the National Community Tensions Team. The Community Impact Assessment provides the method to record tensions and feedback from groups. Specific reassurance and engagement work took place during Quarter 3 with East and South East Asian and disability partners, whose communities were disproportionately affected by COVID-19.

OP TALLA Strategic Objective

- Monitor and respond appropriately to any internal or external tensions

PPCW Division continue to monitor internal and external tensions closely, through engagement with local and national partners across all sectors, and daily monitoring of hate crime and incidents.

Throughout the pandemic PPCW have and will continue to monitor and report on community tensions as the impact and disparity of COVID-19 affects communities differently. This includes maintaining the Community Impact Assessment in relation to Operation TALLA, as well as monitoring the Equality and Human Rights Impact Assessment created to assess the impact of COVID-19, and associated policing response, on equality and human rights.

OP TALLA Strategic Objective

- Maintain officer, staff and public trust and confidence through effective pro-active internal and external communications

Communications activity throughout Quarter 3 continues to support the operational response to COVID-19 and keep our officers and staff updated on issues which affect them. This has included using a range of external and internal channels and engaging with partners and stakeholders.

Internal Communications

A dedicated intranet mini-site remains a main source of information, with updates posted on these pages and supported by emails and briefings sent directly to officers and staff.

Updates during Quarter 3 include information about the impact of the Omicron variant and changes to testing and self-isolation guidance.

Details of action to support our policing response to local communities and updates on physical distancing rules and PPE ordering arrangements have also been shared during this period.

External Communications

We continue to communicate with the public and stakeholders through a variety of channels. Our website is updated weekly with a bulletin detailing an updated picture of the policing response to the pandemic.

In December 2021, the Chief Constable wrote to elected representatives in Scotland to outline the challenges COVID-19 continues to present for policing and our partners, and some of the action taken to support the policing response to local communities.

A news article and press release about action support the policing response to local communities was also published on 07 January 2022 on the Police Scotland website and was widely covered by print, online and broadcast media.

Professional Standards Department

The Professional Standards Department (PSD) have established a process to identify all complaints relating to COVID-19 and deal with these efficiently and timeously.

During the year-to-date, 116 complaint cases have been received in relation to COVID-19. The PSD National Complaint Assessment & Resolution Unit (NCARU) has resolved 39.7% of these by Frontline Resolution (FLR) through simple explanation, assurance or apology.

The overall volume of COVID-19 related complaints remains significantly below the volume received at the outset of the pandemic. The total of 116 such complaints received year-to-date represents an 82.9% decrease on the previous year-to-date.

Table: COVID-19 Related Complaints Received, by Period:

Period	Number of COVID-19 Related Complaints
Quarter 1 2020/21	449
Quarter 2 2020/21	108
Quarter 3 2020/21	121
Quarter 4 2020/21	202
Quarter 1 2021/22	78
Quarter 2 2021/22	23
Quarter 3 2021/22	15

PSD continue to identify the themes emanating from complaints and share these with the Operation TALLA command structure in order to assist in shaping their communications strategy when issuing guidance to operational officers. Each theme identified is counted once per complaint. However, each complaint may include multiple themes. Therefore, the totalling of all themes may vary from the total number of complaints.

The key theme identified during Quarter 3 of the year-to-date was:

- Officers not wearing appropriate PPE and / or failing to socially distance from other officers or from members of the public. These issues were cited in 60.0% (nine complaints) of the COVID-19 related complaints received during this period.

With a number of Coronavirus regulations remaining in place across the country, all COVID-19 related complaints will continue to be monitored, managed and recorded.

OP TALLA Strategic Objective

- Protect, safeguard and support our officers and staff, throughout the period of the pandemic

PPE & Physical Distancing

The early part of Quarter 3 saw a move away from FFP3 face masks being the default protection when physical distancing from the public could not be maintained, with Type II fluid resistant masks being advised, unless there was an identified or heightened risk of COVID-19. Officers / staff were required to carry an FFP3 mask for use in these instances.

As of 17 December 2021, due to the emergence of the Omicron variant, officers and staff were required to revert to wearing FFP3 masks where physical distancing is not expected or cannot be maintained when responding to incidents or dealing with members of the public. Type-II fluid were also required resistant masks when moving around Police Scotland buildings and not the re-usable cloth masks or their own face coverings, as well as being worn in vehicles.

The Operation TALLA logistics cell was stood back up from 17 December 2021 to provide support to divisions and departments if required, however divisions and departments continued to order their own PPE as per BAU arrangements on the earlier stand down of Operation TALLA.

The two metre physical distancing rule was reinstated in all Police Scotland buildings on 23 December 2021 in order to help keep officers and staff safe, given the increasing levels of the Omicron variant.

Outbreak Management Team (OMT)

The Outbreak Management Team (OMT) was reinstated on 16 December 2021 in response to the increased threat posed by the Omicron variant. Operating between 8am and 4pm seven days a week, this provides live support to divisions and departments on identification and management of positive coronavirus test results.

OP TALLA Strategic Objective

- Renew and rebuild our working practices in a way that captures organisational learning and seeks out opportunities for continuous improvement

ICT – Digital Division

Throughout December the Digital Division have been working with colleagues from Operation TALLA to ensure processes are in place to review the demand and fulfil where possible to further support the requirements of the organisation following the emergence of the Omicron variant and Scottish Government guidelines.

Further support has been provided to C3 Division to implement two metre distancing within the service centres and we are continuing to work with Criminal Justice Services Division to support virtual courts and evidence provision.

The Digital Division have also turned focus to planning to help support a phased return to office working for some staff. This has now been extended to the end of March 2022 however work in this area will continue. Work is ongoing within ICT to ensure sufficient processes and stock to support a return to office environment. Engagement is ongoing with Microsoft and other partners to implement solutions to support combined physical and remote Teams calls in a small number of meeting rooms across the estate (13). This work will cover an initial list of meeting rooms across primary sites and may be extended in due course. These will begin to be implemented across Quarter 4 of 2021/22. Work is ongoing with Estates to pilot and test different models for use of office space.

As we have now returned to a focus on BAU and Transformation – during Quarter 3 we seen the delivery of Body Worn Video and COP26 as we move forward with other priorities such as Digitally Enabled Sharing Capability (DESC), Unified Communications and Contact Platform (UCCP), National Integrated Communications Control System (NICCS).

As part of the organisation's initial response to COVID-19, one of the Digital Division's key priorities was to ensure that mobile solutions were in place through the distribution of remote access tokens (RAS) and laptops. This has allowed us to help to protect and support our officers as they maintained service delivery whilst working remotely. Provision of equipment continues to be managed within our business as usual processes, we have seen an increase in requests for laptop and RAS provision due to the new variant of COVID-19.

In the early stages of our response the introduction of Microsoft Teams has been significant, this was also supported throughout the year and we now have almost 13,500 staff with access to this enabling them to have virtual face to face time with their staff and colleagues, reducing the requirement to travel to attend meetings.

Over the course of the response to Operation TALLA the Digital Division have also:

- Provisioned a number of system changes to support revised police powers and mobile ticketing, along with additional provision of on line services to our Estates team and support to C3 estate to enable the required Physical distancing.
- Provisioned technology to enable virtual court set up, this allows for in-cell consultations to take place between those in custody and with defence lawyers and Social work.

OP TALLA Strategic Objective

- Undertake financial planning, budgeting and monitoring to ensure that the financial impact of the organisation responding to the new demands of operating in a COVID-19 environment can be understood and managed, whilst ensuring that financial control, governance and discipline are maintained throughout the response

Finance

The operational and financial implications of COVID-19 has been monitored closely throughout the financial year to determine the overall impact on our 2021/22 budget position.

The 2021/22 budget approved by the SPA Board on 24 March 2021 included £15m of additional one-off funding to support the in-year impact of COVID-19: £10m to cover the anticipated shortfall in income as a result of operating in a COVID-19 environment; £2m to support the enhanced cleaning requirements across our estate; and £3m to cover additional PPE requirements.

At the end of December 2021, the 2021/22 year to date incremental revenue costs for Operation TALLA were £1.8m.

The full year revenue forecast at Quarter 2 was £3.0m, £2.0m less than our approved funding due to cleaning costs specific to COVID-19 being lower than anticipated. However, the revenue forecast has increased to £4.9m at Quarter 3 as a result of the operational impact of the Omicron variant and further restrictions.

No incremental capital costs have been incurred to date for 2021/22.

Along with the focus on the longer term budgetary impact of operating in a COVID-19 environment, Finance continues to provide ongoing support and challenge to ensure that financial control, governance and discipline are maintained.

OP TALLA Strategic Objective

- To ensure all residual Operation Talla related work is mainstreamed as the force enters the Recovery phase and transitions back to normality, post-pandemic. We will continue to safeguard our own people ensuring we continue to best serve the communities of Scotland

Re-escalation Plans and Triggers

Throughout the majority of the quarter, the Service operated as per the business as usual processes as detailed in the transition plans. Although many of the Operation TALLA Cells have been stood back up as a result of the Omicron variant, the BAU processes are standing up to all tests with the cells available for any advice or escalation requirements.

